# FAITH EVANS

username@email.com |+1 XX XXX XXX | linked.com/in/username

# Hotel Customer Service Specialist

***Over 8 Years of Experience***

Dedicated hospitality and catering professional with over 5 years of experience in hotel operations, food service, and guest relations. Skilled in ensuring smooth front-office operations, maintaining high service standards, and enhancing customer satisfaction. Proven record of improving efficiency, boosting team performance, and supporting revenue growth through excellent customer service.

# Skills

* Guest relations & communication
* Problem-solving and multitasking
* Reservations (Opera PMS, Fidelio)
* Handling check-ins and check-outs
* Cash and card payment management
* Problem-solving and conflict resolutioN

# Work Experience

**Front Desk Officer – Kentucky Fried Chicken, Nairobi January 2020 – Present**

* Manage daily check-ins, check-outs, and reservations for over 100 guests.
* Handle guest inquiries, feedback, and complaints with professionalism and empathy.
* Coordinate with housekeeping and kitchen teams to ensure smooth service delivery.

**Front Desk Assistant – Sarova Panafric, Nairobi May 2016 – December 2019**

* Supported concierge and call center operations to enhance guest experiences.
* Processed bookings and payments using Opera PMS and other hotel management systems.
* Assisted with guest transportation and local recommendations for business travelers.

# Education

* Diploma in Hospitality Management, Kenya Utalii College — Graduated 2019
* Kenya Certificate of Secondary Education (KCSE), Bahati Girls High School — Graduated 2016

**Certifications & Workshops**

* Certified Professional in Sales Management (CPSM)
* Hospitality Sales and Marketing Training – Kenya Utalii College

**References**

Available upon request.