

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.