**CAROLYNE NJERI MWANGI**

username@email.com |+254 7XX XXX XXX | linked.com/in/username

**Front Desk Supervisor**

***Over 5 Years of Experience***

Energetic and detail-oriented Front Desk Supervisor with over 4 years of experience in guest relations and front office operations. Proven ability to lead teams, resolve guest issues efficiently, and maintain high service standards in busy hotel environments. Committed to delivering memorable guest experiences and driving operational excellence.

**Skills**

Staff Supervision Customer Service

Quality Control Leadership & Team Training

Conflict Resolution Communication

**Professional Experience**

**Front Desk Supervisot– Panafric Hotel, Nairobi Jan 2021 – Present**

* Supervised a team of 10 receptionists and bell staff to ensure smooth guest service operations.
* Improved guest satisfaction scores by 15% through enhanced communication and staff training.
* Managed daily cash reconciliation, reservations, and VIP check-ins using Opera PMS.
* Developed a staff rota that reduced overtime hours by 20%.

**Assistant Hotel Manager – Tamarind Group, Mombasa Jan 2021 – Present**

* Handled guest check-ins and check-outs for over 200 guests weekly.
* Trained 6 new receptionists on front desk protocols and service standards.
* Assisted in resolving guest complaints with professionalism, achieving a 90% issue resolution rate.

**Education**

* Bachelor’s Degree in Hospitality and Tourism Management — Kenyatta University
* Diploma in Marketing — Kenya Utalii College

**Certifications & Workshops**

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

**References**

Available upon request.