

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 Supervisor- 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.