# **JOHN KOECH**

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# **Hotel Supervisor**

***Over 5 Years of Experience***

Experienced and reliable Hotel Supervisor with over 5 years of experience in hotel operations and guest service. Skilled in team leadership, front office management, and maintaining service standards in fast-paced environments. Proven ability to boost staff productivity and enhance guest satisfaction through effective supervision and training.

# **Skills**

Staff Supervision Customer Service

Quality Control Leadership & Team Training

Conflict Resolution Communication

# **Professional Experience**

# **Hotel Supervisor – Panafric Hotel, Nairobi Jan 2021 – Present**

* Supervised daily restaurant operations, managing a team of 25 staff across service, kitchen, and cleaning departments.
* Increased monthly revenue by 18% through improved menu design and customer loyalty programs.
* Implemented new POS systems and staff scheduling software to enhance efficiency.
* Maintained a 95% customer satisfaction score through consistent quality and personalized service.

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

* Supported the restaurant manager in daily operations, staff supervision, and guest relations.
* Assisted in planning and executing private events, weddings, and corporate dinners for up to 200 guests.
* Trained new hires on service standards, safety procedures, and team collaboration.
* Monitored inventory levels and reduced wastage by 12% through effective control measures.

# **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.