

# 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.