
ASNATH KATHAMBI KIMATHI – CV.

(+250) 790 364 035 (+254) 788 460 028.

kimathiasnath@gmail.com

A dynamic, results-oriented General Manager offering focused leadership to drive sales, profitability and Guest satisfaction / retention in highly competitive markets.

Seeking Hotel management and Operation job where I will use my expertise to exceed profit targets, turn around existing properties, manage and motivate culturally diversified staff, maximize revenue and manage hotel costs.

Strengths / core competencies.

- Creating relevant, engaging, insightful and timely social media content to inform, engage clients and increase online presence / user engagement.
- Ability to work effectively in a fast-paced environment, prioritize work as well as handle a number of tasks simultaneously in a fast-paced and dynamic workplace.
- Customer care management
- Phone call management and record keeping.
- Experienced in motivating staff members and turn under-producing teams into record-breaking units.

Work experience.

FRONT OFFICE MANAGER & MARKETING MANAGER.

Mountain view Hotel & Apartments- Rwanda – 4 stars | JUL 2022 – To date.

Overseeing a wide variety of operational responsibilities to ensure outstanding guest service and optimize sales team performance. Key tasks;

- Ensuring client satisfaction
- Ensuring client details is well recorded and stored
- Phone call handling and management
- Leading the guest complaint recovery process to achieve 100% guest satisfaction prior to departure
- Keeping close relationships with clients so as to ensure continued support by knowing their needs and ensuring that we deliver beyond their expectations.
- Record keeping and handling.
- Guest reservation processing
- Sales management records
- Maintained a close relationship with other clients
- Approached and acquired new corporate accounts that boosted the hotels room and banquet revenue
- Advising clients on different products and answering any query
- Negotiated with clients to achieve maximum profit while satisfying client needs
- Ensured Guest satisfaction and hotel profit by overseeing the coordination of various department's activities related to booked business
- Managed a customer campaign focused on retention and revenue generation and generated 20% increase in revenue.
- Provided excellent customer care service on time.
- Motivated staff through acknowledgment of hard work, achievements and instilling accountability while leading by example.
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GENERAL MANAGER.

Skynest County Hotel – 3 Star | June 2020 – Jul 2022.

Managed day – day operations of the Hotel while managing a monthly budget of KES 10 million and supervising a team of 20 staff spread across various departments to ensure Guest acquisition, satisfaction, growth in profitability and minimal Guest complaints. Key contributions;

- Responsible for budget preparation, revenue management, monthly P&L reports, controlling inventory levels and costs, forecasting, purchasing, and maximizing revenues through vendor relations and team member engagement.
- Delivered business strategy and developed systems and procedures that improved the quality and efficiency of operations
- Promoted good customer service and resolved customer complaints, in a timely and professional manner.
- Enforced operational practices of the Hotel in making sure each it operated smoothly and complied with food safety requirements.
- Evaluated and re-negotiated all vendor services contracts, resulting in a 20% annual savings while maintaining quality.
- Consistently exceeded monthly sales goals by 40 % by training food and beverage service Staff on upselling & suggestive selling practices and how to uncover additional needs.
- Ensured compliance with health and safety, food preparation and serving, repair and maintenance.

RECEPITIONIST.

Rocky Hill Inn Hotel – 2 Star | July 2015 - July 2017.

Assisted the Hotel Manager in managing day-to-day hotel operations and implementing strategies to improve the performance of the inn and staff and enhanced guest experience. Key contributions;

- Checked in the arriving Guest and check out the departing guests in a friendly and caring manner according to the Hotel standards.
- Optimized hotel occupancy & average room rates by ensuring all reservations were accurately actioned within the same working day.
- Attended to calls professionally at the reservations desk for bookings inquiries and requests while ensuring an AHT of 5min, overall customer satisfaction score of 100% and call success rate of above 99%.
- Acknowledged mails within 3 hours or less from time of receipt, and ensured a response is offered within the same day.
- Dealt with escalated Guest enquiries and complaints while ensuring quality customer service in all interactions with the Clients.
- Developed and implemented customer service policies and procedures reducing negative customer feedback by 45%.
- Significantly boosted annual revenue through effective sales and marketing techniques while driving outstanding guest satisfaction scores through staff training initiatives
- Delivered an exceptional Guest service experience, resolved issues to Guest satisfaction. recognized for being positive, intuitive and client-centric.
- Provided all the hotel guests with above-and-beyond service to ensure their experience was worth remembering.
- Managed, supervised and coached a team of 20 Staff i.e., delegating tasks as required, coordinating, directing and providing training for personnel.
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Additional work experience.

- Management Information Systems – Consultancy, March 2018 – August 2021.
- ICT Technician, Sauti Ya Rehema Eldoret. January 2020 - June 2020.
- Computer Information Systems – Intern, The Judiciary. September 2017- December 2017.
- Sales and Marketing Executive, Jorali Enterprises. January – December 2014.

Education.

- Bachelor of Science in Computer Information systems, Kenya Methodist University.
- International computer driving license (I C D L).
- Customer Representative, Reeds Courses in the United Kingdom.
- Diploma in Hospitality and Tourism Management
- Financial Modeling & Valuation Analyst (FMVA).