

ASNATH KATHAMBI KIMATHI

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OBJECTIVE:

To obtain a Front Office Manager position in a 5-star property where I can utilize my extensive hospitality experience and management skills to provide exceptional guest service and drive revenue growth.

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).

PROFESSIONAL EXPERIENCE:

**FRONT OFFICE MANAGER, MOUNTAIN VIEW APARTMENTS, KIGALI RWANDA
(JULY 2022 - PRESENT)**

- Manage front office operations, including reception, reservations, and concierge services, overseeing a team of 15+ employees
- Coordinate with housekeeping and activities departments to ensure seamless guest experiences throughout the property
- Develop and implement strategies to improve guest satisfaction and increase revenue, including upselling and cross-selling techniques
- Maintain inventory control and financial reports, ensuring profitability and efficient operation
- Lead staff training programs to ensure exceptional guest service and employee retention
- Handle guest complaints in a professional and courteous manner, resolving issues promptly and effectively

ASSISTANT FRONT OFFICE MANAGER, SKYNEST HOTEL, NAIROBI KENYA (May 2020- JUNE 2022)

- Assisted in managing front office operations, overseeing a team of 10+ employees
- Coordinated with housekeeping and maintenance departments to ensure guest rooms were clean and well-maintained
- Managed inventory control and financial reports, ensuring profitability and efficient operation
- Assisted in staff training programs to ensure exceptional guest service and employee retention

RECEPTIONIST, ROCKY HILL INN, MERU KENYA (JAN 2017- MAY 2020)

- Managed front office operations, including guest check-in/check-out, reservations, and concierge services
- Collaborated with housekeeping and maintenance teams to ensure high standards of cleanliness and maintenance throughout the property
- Maintained inventory control and financial reporting, ensuring profitability and efficient operation
- Proficient in Property Management systems and Microsoft Office

SKILLS:

- Strong leadership and teamwork abilities
- Excellent communication and interpersonal skills
- Proven ability to drive revenue growth and improve guest satisfaction
- Knowledge of industry trends and best practices
- Proficient in Microsoft Office, PMS systems, and hotel management software
- Sound financial acumen and stock control experience
- Guest-centric approach and understanding of world-class service levels
- Developmental approach to training
- Ability to work under pressure and handle guest complaints in a professional and courteous manner

References: Available upon request.