

Mary George Mwakalinga

FRONT OFFICE AND RESERVATION MANAGER

Executive Summary

I am a detail-oriented and well organized Hotel and reservation manager. My knowledge and experience in hospitality industry allows me to produce maximum occupancy that lead to an overall increase in guest experience, room capacity and revenues.

Areas of Expertise

- front office/ reception
- Management and supervision
- customer service care
- record maintaining
- Inventory Managemet
- Rates and restrictions management
- Invoicing and general acccountings
- Revenue management and reports
- Reservations
- Sales management and contracting
- Team player

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Reservation Software:

- Gate
- Hotelogix
- Opera
- Hotelrunner
- RMS
- Ezee Absolute

Work Experience

GUEST EXPERIENCE & FRONT OFFICE MANAGER

SANSI KAE BEACH RESORT by OTENTIC HOST COMPANY LTD (80 rooms)

May 2022 -

- Ensure and provide a professional upscale guest service experience.
- Create a positive first impression for guests.
- Performs check-ins and checkouts; confirming that all SOPs are adequately followed.
- Evaluating and responding to all guest feedback.
- collecting daily guest feedback and suggestions and creating weekly and monthly reports.
- Monitoring all VIP and special guests requests and making sure all their needs are met
- Supervising daily front office work, daily guest request log book and making sure accurate reporting
- Working closely with other departments to ensure guest satisfaction and hotel standards are met.

HOTEL MANAGER

CORAL ROCKS HOTEL AND RESTAURANT (21 rooms)

June 2020 - March 2022

- Supervision of all departments
- Managing all budgets and monitoring all sales and profits
- Hiring staff and conducting training when needed
- Inventory management and Restaurant supervision
- Contacting and contracting with suppliers
- Maintaining good relationships with the local village and government parties
- Proactively seeking opportunities and ways to maximise revenue and develop service delivery
- Revenue management
- Forecasting, Analysis and Reporting (Past, present and future)
- Reservation management,
- Ensuring the utmost customer satisfaction
- Event Management and budgeting

WORK EXPERIENCE

FRONT OFFICE AND RESERVATION MANAGER

THE SANDS BEACH RESORT ZANZIBAR (20 rooms)
JUN 2019- MARCH 2020

- welcoming, briefing and check-in of guests
- Making sure all guests have a smooth check out
- Ensuring all guests have a smooth experience during their stay
- Contracting and invoicing
- Maintaining a good relationship with tour operators and other partners
- Revenue management and Analysis
- Customer service care
- Organizing Excursions
- Maintaining price schedules for quotation, promotion and negotiation
- Maintaining client records
- Preparing monthly and weekly sales reports
- Staff training
- Any other duty assigned by the GM

RESERVATION MANAGER

FRUIT AND SPICE WELLNESS RESORT ZANZIBAR (51 rooms)
September 2017 - June 2019

- Contracting and invoicing
- Revenue management
- Forecasting, Analysis, and Reporting (Past, present and future)
- Reservation management,
- front office supervision
- Staff training and motivating
- Gala dinner hosting
- Ensuring all reservations are kept in the system and updated if needed
- Managing the channel manager and making sure all rates and promotions are loaded correctly
- Assisting the sales team in setting rates
- Maintaining a close relationship with other departments

RESERVATION AGENT

OUR ZANZIBAR GROUP OF HOTELS (7 boutique hotels)
April 2017 - August 2017

- Analyzing guest requests by emails and telephone
- creating invoices and following up on payments
- ensure all bookings are in the system and charged as per cancellation policy
- Handling complaints from Agents and guests
- Any other job as assigned by supervisor

FRONT OFFICE PERSONNEL

FRUIT AND SPICE WELLNESS RESORT
NOV 2016- APRIL 2017

- welcoming, briefing and check-in of guests
- Making sure all guests have a smooth checkout
- Controlling all guest bills
- Receiving and screening calls
- Passing information to All departments
- Customer service care
- Organizing Excursions
- Processing and handling guest complaints in a timely manner

SALES AGENT

G & G GOLDEN GEMS
from FEB 2013 - JUNE 2014

- Maintaining price schedules for quotation, promotion and negotiation
- Maintaining client records
- Preparing monthly and weekly sales reports
- Visiting regular clients and potential clients
- Any other duty assigned by my supervisor

EDUCATION BACK GROUND

National College of Tourism

DIPLOMA IN TRAVEL AND TOURISM
GRADUATED: NOVEMBER 2016

- Honor Student of Class 2016

Arusha Modern High School

A-LEVEL DIPLOMA
GRADUATED: NOVEMBER 2013

- Certificate of merit from Cambridge
- Debate club president

LANGUAGE

- English
- Swahili
- French (beginner)
- Germany (beginner)

HOBBIES

- Reading Novels
- Travelling
- Board games

REFERENCES

AMOS WAMBUGU

GENERAL MANAGER
THE SANDS BEACH RESORT

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