



# ABUBAKAR JUMA

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📍 Kilimani Zanzibar

## Education

Hilton University  
worldwide  
2016 - 2023

Machui Community College  
Zanzibar  
2012 – 2013

## Expertise

Front Office management

Exceptional customer service

Emotional intelligence and  
communication

Systems

Opera Cloud.

DFO Alice.

ONQ PM and ONQ R&I

Fidelio

Material Control.

Micros

## Carrier Summary.

I am a highly dedicated customer service professional with over twelve years of experience delivering exceptional service within the standards set by hotel management. I am a hardworking individual who embraces challenges and is committed to completing every task to the best of my ability. My career is guided by the principles of cooperation, honesty, teamwork, and flexibility. I am also a highly motivated person with a strong desire to take on new challenges and continuously grow in my role.

## Work Experience

### 2023 to date.

TUI Blue Bahari Zanzibar.  
Front Office Manager

### 2018 - 2023

Double Tree By Hilton Stone Town Zanzibar.  
Assistant and Acting Front Office Manager

### 2016 - 2018

Double Tree by Hilton Stone Town Zanzibar.  
Guest Service Agent & Front Office Supervisor.

### 2013 - 2015

Baraza Resort and Spa Zanzibar.  
Receptionist

## Achievements.

2025. Front Office Manager Workshop in Turkey.  
2022. Hilton Honor Champion.  
2018. Assistant Front Office Manager  
2018. Front office Supervisor.  
2017. Best Employee of the year Front of House.  
2017. Spirit of care winner for The EMEA region  
2017. Best Employee of the month of January

## Language

English

Swahili

## References

Noel Ernest

Ratpanat Luxury Lodge  
Manager

Phone 0762002339

Mary Njoroge

Turaco Ngorongoro  
GM

Phone 0779999059