



Contact

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📍 Dubai, United Arab Emirates

Education

Diploma in Hospitality & Tourism Management.
Kenya Methodist University
2022 – 2024

High School Diploma.
Kagumo Secondary School
2018 – 2021

Skills

- Customer Service Excellence.
- Communication & Interpersonal Skills.
- Food and Beverage Service Knowledge
- Front Desk Operations & Guest Relations Management.
- Team Collaboration & Adaptability.
- Reservation & Appointment Handling.
- POS Transaction & Cash Register Operation.
- Time Management & Organization Skills.
- Hygiene & Safety Compliance.
- Multitasking & Flexibility.
- Handling inquiries, Complaints & Conflict Resolution.
- Problem Solving & Attention to Detail.
- Proficient in Microsoft Office.

Language

English – Fluent
Swahili – Native

References

Available upon request.

Virginia Nyokabi Njoki

Professional Summary

I am a dedicated and customer-focused professional with a strong foundation in hospitality, retail and customer service skills. Proven ability to deliver exceptional guest service, handle administrative tasks efficiently and manage transactions accurately. Skilled in multitasking, communication and maintaining a welcoming environment that enhances customer satisfaction. Adept at working in fast-paced environments, demonstrating strong problem solving abilities and a commitment to quality service.

Work Experience

- June 2024 – January 2025
Clarence House Hotel Nairobi, Kenya
Receptionist
- Welcomed guests with professionalism, ensuring a positive first impression.
 - Managed check -ins, check-outs, reservations and guest inquiries efficiently.
 - Coordinated with departments to maintain smooth operations and guests satisfaction.
 - Assisted in processing payments, invoicing and maintaining cash register accuracy with zero discrepancies
 - Kept the reception area clean and organized, reflecting high hospitality standards.

- September 2023 – May 2024
Play Master Nairobi, Kenya
Waitress
- Delivered excellent service in a fast-paced environment, ensuring guest satisfaction and maintaining high standards of cleanliness.
 - Accurately took orders, coordinated with kitchen staff, and processed payments efficiently.
 - Resolved guest concerns promptly, contributing to a welcoming dining experience.

- May 2022 – September 2022
Quickmart Supermarket Ruaka Limuru Rd, Kenya
Cashier
- Assisted customers with inquiries and maintained a well-organized checkout area.
 - Processed transactions accurately ensuring smooth checkouts.
 - Handled payments, managed inventory and supported store operations efficiently.