

## **CURRICULUM VITAE (FRONT OFFICE)**



**NAME: MARY WAHU MBURU**

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### **BIODATA**

Visa Status: Dubai Visit Visa

Nationality: Kenyan

Languages: English, Swahili

### **PERSONAL OBJECTIVE**

To maintain my work in the hospitality industry and grow to be an esteemed and experienced Front Office Agent and move the organization to a competitive position.

### **CAREER OBJECTIVE**

To use my experience of over seven years in hospitality in any organization so as to bring change and achievements

### **WORK AND PROFESSIONAL EXPERIENCE**

**2015 to February 2021: CAPITAL HEIGHTS HOTEL-NAIROBI, KENYA**

Position: **Front Office Agent**

Reporting to: Hotel Management

#### **Duties and responsibilities**

- welcome and greet guests with good customer service
- answer and direct incoming calls
- inform guests of hotel rates and services, confirm reservations for guests
- register and check guests in and ensure proper room allocation
- verify guest's payment method and confirm relevant guest information
- verify and imprint credit cards for authorization
- issue room keys and direct guests to their rooms
- maintain clear and accurate records of guest room bookings
- compute all guest billings, accurately post charges to guest rooms and house accounts
- receive and transmit messages for guests
- retrieve mail, packages and documents such as faxes for guests
- listen and respond to guest queries and requests both in-person and by phone
- provide accurate information about local attractions and services
- liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests
- complete and maintain any incident reports, daily activity reports or other reports requested by management
- manage conference room bookings and scheduling
- close guest accounts and check guests out
- review accounts and charges with guests during the check-out process
- process accurate payment of guest accounts
- inform housekeeping when rooms have been vacated and are ready for cleaning
- monitor visitors and enforce rules and policies of the hotel
- maintain a neat and orderly front desk and reception area
- Collect payment whether in cash or credit
- Issue receipts, refunds, change or tickets
- Practice a friendly, approachable and can do attitude

## **2011 to 2014: PRONTO RESTAURANT AND BAR-NAIROBI, KENYA**

Position: **Cashier**

Reporting to: Team leader

### **Duties and responsibilities**

- Manage transaction with customers using cash registers
- Maintain accurate cash flow
- Scan goods and ensure pricing is accurate
- Collect payment whether in cash or credit
- Issue receipts, refunds, change or tickets
- Package customer purchases in an organized fashion
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Practice a friendly, approachable and can do attitude
- Reporting back to the supervisor in charge.
- Good customer service

## **2004 to 2010 NAIROBI GYMkana Membership Club-NAIROBI, KENYA**

Position: **Assistant supervisor**

Department: Housekeeping

### **Duties and responsibilities**

- Supervise housekeeping alongside the head housekeeper
- Directing and supervising other staff
- Assisting in any need to meet challenges
- Reporting any damages and improvements to the head of housekeeping
- Supervising, cleaning and laundry duties
- Reporting on a daily basis to the housekeeper

## **EDUCATION BACKGROUND (COURSE AND CERTIFICATE AWARDED)**

### **1999 to 2002: GRAFFINS COLLEGE-Nairobi, Kenya**

Diploma in Hospitality Management

Housekeeping and Catering

### **1995 to 1998: MUHOTETU GIRLS SECONDARY SCHOOL**

Award: Kenya Certificate of Secondary Education

Kenya National Examination Council (KNEC)

### **1987 to 1994: Lobere Primary School (Elementary Education)**

Award: Kenya Certificate of Primary Education

Kenya National Examination Council (KNEC)

## **HOBBIES, VALUES AND CAREER CULTURE**

- customer service oriented
- attention to detail and accuracy
- strategic planning and organizing
- ability to multitask and prioritize
- professional appearance, attitude and team work
- effective verbal and written communication skills
- ability to handle stress and stay calm under pressure
- decision making and judgment and conflict resolution skills
- flexible regarding work schedules
- ability to respond appropriately to diverse customers and guests
- An easy to approach personality and also a critical thinker
- I open up easily to routines and learning details
- A strong willed, diverse and resilient worker
- I hold firmly to discipline, etiquette and punctuality. Am also an active listener who shows empathy
- I am a lover of travelling and making new acquaintances

## **REFEREES**

1. MISS CONSOLATA WAMBUI  
CAPITAL HEIGHTS HOTEL  
TELEPHONE +254 721 671 535  
NAIROBI- KENYA

2. MR. RICHARD TIPPEY  
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