

Amina Wanjiru

CONTACT

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m
Nairobi, Kenya

SKILLS

95% Guest relations
98% Housekeeping standards
90% POS systems
92% Conflict resolution
97% Team supervision

LANGUAGES

English — Fluent
Swahili — Native
Arabic — Basic

PROFESSIONAL SUMMARY

Guest-focused hospitality professional with a track record of five-star service in busy hotel front-of-house and housekeeping teams.

WORK EXPERIENCE

Housekeeping Supervisor

Al Manara Hotel & Suites — Doha, Qatar | Jan 2022 - Present

- Supervised a team of 12 room attendants across a 220-room property
- Maintained a 98% guest satisfaction score on room cleanliness audits
- Trained new staff on five-star housekeeping standards

Front Desk Agent

Savanna Grand Hotel — Nairobi, Kenya | Mar 2019 - Dec 2021

- Managed guest check-in/check-out for a 150-room hotel
- Resolved guest complaints, maintaining high repeat-booking rates
- Processed daily cash and card reconciliations

EDUCATION

Diploma in Hotel Management

Kenya Utalii College