**Gabriel Muse Okunda**Nairobi, Kenya | +254 720544670 | gabomuse@gmail.com

**Professional Summary**

Highly accomplished and results-driven Hospitality Professional with over 20 years of progressive experience in hotel and lodge management, operations, and guest relations within diverse environments including luxury tented camps and hotels across Kenya, Zimbabwe, and Sudan. Proven ability to elevate guest satisfaction, optimize operational efficiency, and drive revenue growth. Seeking to leverage extensive expertise to contribute to a dynamic and growing organization.

**Professional Experience**

**Manager | The New Quill Hotel | Nairobi, Kenya***January 2024 – Dec 2024*

**Restaurant Manager | Tanya Kitchen | Victoria Falls, Zimbabwe***January 2013 – August 2017*

* Managed all Food & Beverage operations, ensuring adherence to budget guidelines and highest service standards.
* Preserved excellent levels of internal and external customer service, contributing to positive guest feedback and increased sales (as evidenced by Trip Advisor reviews during prior roles).
* Assisted in menu design and comprehensive staff training programs.
* Proactively identified and responded to customer needs and concerns.
* Prepared daily/weekly work schedules and managed staff tasking.
* Ensured strict compliance with all health, safety, and food safety regulations.
* Reported regularly to management on sales results and productivity.
* Collaborated effectively with other departmental managers to ensure seamless hotel operations.

**Lodge Manager | Murera Springs Eco Lodge | Meru, Kenya***November 2010 – December 2012*

* Delivered exceptional customer service, prioritizing guest comfort and safety.
* Managed all inquiries professionally via in-person, telephone, and email interactions.
* Maintained administration of reservations, cancellations, and no-shows in line with company policy.
* Implemented effective marketing strategies that maximized room occupancy levels.
* Conducted thorough checks of all bedrooms and lodge facilities at the end of each shift to ensure adherence to required standards.
* Managed and maintained correct handling of soiled linen and ensured proper bedding and towel counts in all bedrooms.
* Reported faults or damage to the Director promptly and oversaw maintenance issues, liaising with third-party contractors.
* Completed regular checks on portable electrical appliances.
* Accountable for product delivery and stock management (laundry, cleaning materials, bedroom supplies), including setting stock levels, checking, counting, storage, reconciliation, and loss investigation.
* Managed and maintained effective and efficient use of all reception equipment and lodge systems.
* Generated reports for management as required.
* Developed weekly staff rotas, managing correct staffing levels in line with targets and business levels.
* Ensured compliance with sign-in/out procedures and managed absence/lateness.
* Completed all required health and safety/fire checks on time.
* Responsible for emergency evacuations, acting as first point of contact for the team, guests, and emergency services.
* Reported security issues immediately to the hotel manager.
* Assumed extra management tasks in the hotel manager’s absence.
* Ensured all licenses were up to date.

**Camp Manager | Olseki Mara Camp 5\* | Maasai Mara, Kenya***August 2005 – 2010*

* Successfully ran comprehensive camp operations, maintaining consistently high standards.
* Elicited positive feedback from guests on Trip Advisor, directly contributing to increased sales.
* Hosted over 100 Gap year students from the UK, Canada, and Australia, ensuring a positive and memorable experience.

**Camp Manager | Camps Kenya | Mombasa, Diani, Kenya***January 2004 – December 2004*

* Managed camp operations in accordance with company policy.

**Camp Manager | New Sudan Council Churches | Juba, Sudan***May 1997 – December 2002*

* Ensured the smooth running of the camp as per company policy.

**Education**

Diploma in Hospitality Management | Global Institute of Tourism and Business Studies | May 2009 – October 2011

Diploma in Business Administration | Graffins College | May 2001 – August 2003

Leadership Training | UNDP

**Skills & Interests**

* Hospitality Management: Operations Management, Guest Relations, Food & Beverage Management, Front Office Operations, Staff Training & Development, Budget Management, Inventory Control, Marketing & Sales Strategies.
* Technical Skills: Microsoft Word, Microsoft Excel, Internet Navigation.
* First Aid (Red Cross), Scuba Diving (Southern Cross Scuba).
* Licenses: Driving License Class ABCE (10+ years experience).
* Community Engagement: Volunteered with HIV+ Orphans at Nyumbani Children Home.

**Referees**

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