

Curriculum Vitae

Personal Information

Name: Grace Valentine

Profession: Hospitality Manager

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Phone: +254 797823720

Location: Homabay

About Me

Dedicated Hospitality Manager with extensive experience in managing hospitality services, ensuring customer satisfaction, and improving operational efficiency. Aiming to leverage my expertise in customer service and staff training to enhance guest experiences and drive business success.

Experience

Hospitality Manager

Company Name:

Location:

Duration:

- Oversaw daily operations of the hospitality establishment, ensuring the highest level of service.
- Trained and managed staff, fostering a collaborative and positive work environment.
- Developed and implemented strategies to increase customer satisfaction and loyalty.

Education

Bachelor of Arts in Hospitality Management

University Name: Rongo University

Graduation Date: 2028

Kenya Certificate of Secondary Education

High School Name: Dudi Girls

Graduation Date: 2023

Kenya Certificate of Primary Education

Primary Name: Got Rateng'

Graduation Date: 2019

Skills

- Excellent communication and interpersonal skills
- Strong leadership and team management abilities
- Proficient in customer service management and conflict resolution
- Knowledge of hospitality software and technology
- Proficient in French language

References

Available upon request.