

Grace Valentine

Contact Information

- **Email:** gracevalentine655@gmail.com
- **Phone:** +254 797 823 720
- **Location:** Nairobi, Kenya

Objective

Dedicated and results-driven hospitality manager with a solid educational background in Hospitality Management and proven experience in delivering exceptional service and managing operations. Seeking to leverage skills and experience in a challenging new role.

Education

Rongo University

Bachelor's Degree in Hospitality Management

Graduated: 2028

- Specialized in hospitality management, gaining comprehensive knowledge and practical experience in the industry.

Dudi Girls High School

High School Diploma

Attended: 2020 - 2023

- Excelled in sciences and humanities, developing a strong academic record and engaging in various extracurricular activities.

Got Rateng' Primary School

Primary Education

Attended: 2009 - 2019

- Completed primary education with a focus on foundational skills in mathematics and literacy.

Experience

Hospitality Manager

XYZ Hotel, Nairobi

2021 - Present

- Oversee daily operations, ensuring a high standard of service is maintained.
- Manage staff training and development programs to enhance customer service.

Intern

ABC Restaurant, Nairobi

2020

- Assisted in managing front-of-house operations, contributing to a significant increase in customer satisfaction ratings.

Projects

Event Coordination

- Successfully organized multiple corporate and private events, including weddings and conferences, ensuring all client requirements were met and exceeded.

Customer Satisfaction Initiative

- Developed and implemented strategies that improved customer satisfaction scores by 20% over six months.

Skills

- Excellent communication and interpersonal skills
- Strong leadership and team management abilities
- Proficient in Microsoft Office Suite and hospitality management software
- Ability to multitask and work under pressure
- Knowledge of food safety and hygiene regulations

Referees

Dr. John Doe

Senior Lecturer, Rongo University

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Ms. Jane Smith

Principal, Dudi Girls High School

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