



# Harriet Njeri Muendo

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## PROFESSIONAL SUMMARY

Experienced and detail-oriented professional with a proven track record in delivering exceptional service in 5-star hotels. Skilled in front office operations, guest relations, and administrative tasks. Adept at maintaining high standards of service and ensuring guest satisfaction in a luxury hospitality environment. Strong communication, multitasking, and problem-solving abilities.

## SKILLS

### SKILLS AND ATTRIBUTES

- Front Office Operations: Proficient in check-ins/outs, reservations, and guest services.
- Customer Service Excellence: Adept at anticipating and fulfilling guest needs.
- Administrative Support: Experience in records management, payroll, and office duties.
- Team Collaboration: Strong ability to work with cross-functional teams.
- Cultural Sensitivity: Understanding of diverse cultures and preferences.
- Luxury Hospitality Experience: Knowledge of 5-star service standards.

## WORK HISTORY

### FRONT OFFICE AGENT

06/2022 to CURRENT

#### TAMARIND TREE HOTEL (5 star hotel)

- Managed front desk operations, ensuring seamless check-in and check-out processes for up to 200 guests daily.
- Provided personalized guest services, including handling VIP guests and special requests.
- Resolved guest complaints promptly and effectively, maintaining a high level of guest satisfaction.
- Coordinated with housekeeping, maintenance, and other departments to ensure guest comfort and smooth operations.
- Assisted in training new front desk staff in luxury hospitality standards.

### GUEST OFFICER

#### THE MAJLIS RESORT (5-Star Hotel)

04/2019 to 05/2022

- Welcomed and assisted VIP guests, ensuring all their needs were met during their stay.
- Handled guest inquiries and complaints with professionalism and efficiency, ensuring a positive guest experience.
- Collaborated with the concierge and other departments to arrange special services and experiences for guests.
- Maintained detailed guest profiles to ensure personalized service during future visits.

02/2017 to 11/2019

## **ADMIN ASSISTANT**

### **ST. JAMES DAM SCHOOL**

- Supported school administration with payroll, record-keeping, and communications.
- Acted as a liaison between parents, staff, and administration, ensuring smooth communication and operations.

## **FRONT OFFICE ATTENDANT**

### **VALENTINE CAKE HOUSE**

April 2016 – May 2017

- Managed reception operations, including greeting guests and handling phone inquiries in a professional manner.
- Provided information to guests and resolved any issues that arose during their visits.

## **EDUCATION**

Certificate in Social Development, KISWCD, Nairobi, 2017

Diploma in Social Work, Kenya Institute of Social Work, Nairobi, 2013

## **REFEREES**

Available upon request.

## **ADDITIONAL INFORMATION**

Passport ready and valid for international travel.  
Willing to relocate.  
Available to start immediately.

