



JOYANNE ACHIENG OCHIENG

**FRONT OFFICE, FOOD PROCESSING, HOUSE-KEEPING
AND FOOD AND BEVERAGE SERVICES**

CONTACT

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📍 20100, Anywhere around Nakuru

EDUCATION

**MERU NATIONAL POLYTECHNIC
(2021 -2024)**

- Diploma In Catering And Accommodation Management

**• MENENGAI HIGHSCHOOL
(2017 -2021)**

Certificate Of Secondary Education

**• KAGAKI PRIMARY SCHOOL
(2008-2016)**

SKILLS

- Hospitality Etiquette
- Sales Skills
- Ability to multitask and Manage time
- Leadership Skills
- Leadership
- Effective Communication

PROFILE

Dynamic and dedicated hospitality professional with a passion for delivering exceptional guest experiences and a proven track record in effective management. With extensive experience in guest relations, event planning, or hotel operations baking, barbecuing and tailoring. I excel in creating memorable moments for guests while maintaining high standards of service and efficiency. My strong communication skills, problem-solving abilities, and commitment to excellence drive my success in both front-line and leadership roles. Adept at managing diverse teams, optimizing operations, and enhancing customer satisfaction, I am committed to leveraging my expertise to contribute positively to a forward-thinking organization in the hospitality industry.

WORK EXPERIENCE

These are the skills I have acquired while working in various departments at Merica Hotel in the field of Hospitality and Management.

THE PRESTIGIOUS MERICA HOTEL FOOD PROCESSING

11TH AUGUST 2023 - 14TH NOVEMBER 2023

- Quality control: I ensured that food product met safety and quality standards, including proper handling and storage techniques.

HOUSE-KEEPING

- Organization: I Managed cleaning supplies and equipment, and coordinating with other departments to ensure room readiness.

LAUNDRY AND CLEANING

- Fabric Care: I Understood how to clean and maintain various types of fabrics and materials, including stain removal techniques.

FOOD AND BEVERAGE SERVICES

- Health and Safety: I have Knowledge of hygiene standards and safe food handling practices

FRONT OFFICE

- Problem-Solving: I can Quickly resolving guest issues and finding solutions to various challenges that arise during their stay.

REFERENCE

SHALINE LIMO

HUMAN RESOURCE OFFICER

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