



JULIET PHIONAH AGUTI

CONTACT



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ABOUT ME

Experienced professional with a diverse background in the hospitality industry, including roles as a Housekeeping Attendant, Receptionist, Telephone Operator, Spa Receptionist, and Waitress. Demonstrated ability to provide exceptional customer service, maintain cleanliness and orderliness, and uphold high standards of professionalism. Skilled in handling guest inquiries, reservations, and transactions with efficiency and accuracy. Strong attention to detail, adherence to safety protocols, and commitment to delivering outstanding guest experiences. Proactive team player with excellent communication and organizational skills.

WORK EXPERIENCE

01/2023 – CURRENT Doha, Qatar

HOUSEKEEPING SUPERVISOR VVIP PRIVATE PALACE

- Responsible for managing and coordinating the housekeeping staff to maintain cleanliness and hygiene standards.
- Assign duties, create work schedules, and provide training to ensure efficient and effective operations.
- Inspect rooms, common areas, and facilities regularly to ensure they meet established standards.
- Handle guest requests, complaints, and inquiries regarding housekeeping services.
- Manage inventory, order supplies, and maintain equipment to support the housekeeping operations.
- Collaborate with other departments to ensure seamless coordination and exceptional guest experiences.

10/2022 – 12/2022

RECEPTIONIST THE LIVING ADVENTURE BY ACCOR FOR GLOBAL SPORTS EVENT QATAR

- Maintain maximum room occupancy and be aware of room availability.
- Follow hotel regulations outlined in the employee handbook.
- Adapt to changes dictated by the industry, company, or hotel.
- Greet and assist guests at the front desk promptly and courteously.
- Handle guest registration, inquiries, and key handling.
- Provide necessary information to guests and ensure prompt telephone answering.
- Effectively take room reservations and keep the daily Log Book up to date.
- Monitor the issuance and return of hotel keys.
- Complete overnight reports accurately and handle daily tasks as per shift manual.
- Inform Assistant Managers of VIP arrivals and report billing matters.
- Prepare daily reports and be knowledgeable about hotel activities and layout.
- Handle guest mail, messages, packages, and key distribution.
- Maintain cleanliness and coverage in the lobby area.
- Handle guest bills, ledger maintenance, and post charges promptly.
- Recognize VIP and returning guests, validate travel agent vouchers.
- Record information and guest comments in the Log Book.
- Adhere to punctuality, appearance, and professionalism standards.
- Maintain good working relationships and adhere to hotel policies.
- Follow fire, hygiene, health, and safety regulations.
- Attend training sessions and fulfill assigned duties.

03/2022 – 09/2022 Doha, Qatar

HOUSEKEEPING ATTENDANT (TEAM LEADER) THE LIVING ADVENTURE BY ACCOR FOR GLOBAL SPORTS EVENT QATAR

- Prepare trolley and equipment, collect keys and assignments for efficient task performance.
- Clean and maintain guest rooms, replenish supplies according to hotel standards.
- Clean and maintain bathrooms, replenish amenities, ensuring safety standards.
- Tidy and arrange guest belongings to meet quality assurance standards.
- Coordinate with Valet Service for laundry, dry cleaning, and pressing of guest clothes.
- Maintain cleanliness in corridors, service pantries, and service areas for a professional appearance.
- Report maintenance issues to the Engineering Department for timely resolution.
- Consider guest needs and requirements in public areas and guest rooms for satisfaction.
- Operate safely and environmentally friendly, protecting health, safety, and the environment.
- Adhere to hotel environmental, health, and safety policies and procedures.

06/2021 – 02/2022 Doha, Qatar

TELEPHONE OPERATOR FAIRWAY HOTEL & SPA KAMPALA

- Answer incoming calls promptly, transfer them accurately, and deliver messages timely.
- Assist guests with inquiries, requests, and reservations in a professional and friendly manner.
- Operate the hotel's telephone switchboard, maintaining guest information and following procedures.
- Handle emergency calls, collaborate with staff, and ensure guest satisfaction.
- Keep the workstation organized, report technical issues, and maintain guest privacy.
- Adhere to safety protocols, maintain confidentiality, and provide support during busy periods.

01/2020 – 06/2021 Doha

RECEPTIONIST GEORGIA HOTEL

- Greet and welcome guests in a friendly and professional manner.
- Assist with check-in and check-out procedures, ensuring accurate documentation.
- Handle guest inquiries, provide information, and address any concerns or complaints.
- Maintain the reception area's cleanliness and ensure a neat and organized appearance.
- Collaborate with other hotel staff to ensure smooth operations and excellent guest experiences.

03/2019 – 01/2020 Kampala, Uganda

SPA RECEPTIONIST C&E SPA

- Welcome and greet spa guests warmly, providing a friendly and professional atmosphere.
- Schedule spa appointments, ensuring accuracy and efficient utilization of resources.
- Assist guests with inquiries regarding spa services, packages, and availability.
- Handle spa payment transactions and maintain accurate billing records.
- Maintain a clean and organized spa reception area, including the display of retail products.
- Collaborate with spa staff to ensure seamless coordination and exceptional guest experiences.

01/2017 – 02/2019 Doha, Uganda

WAITRESS SERENA HOTEL KAMPALA

- Take orders from customers and provide menu recommendations, ensuring excellent service.
- Serve food and beverages promptly and accurately, following proper presentation and etiquette.
- Address customer inquiries, concerns, and special requests in a courteous and attentive manner.
- Maintain cleanliness and hygiene in the dining area, including table setup and clearing.
- Collaborate with kitchen staff to ensure timely delivery of orders and maintain a smooth flow of service.
- Process payments and handle cash transactions accurately, providing efficient and friendly checkout experiences.

02/2015 – 01/2017 Kampala, Uganda

HOUSEKEEPING ATTENDANT SERENA HOTEL

- Clean and maintain assigned areas, ensuring cleanliness and orderliness.
- Restock supplies and amenities in rooms and common areas.
- Respond to guest inquiries and address their concerns promptly and courteously.
- Follow established cleaning protocols and adhere to health and safety guidelines.
- Collaborate with team members to ensure efficient and effective housekeeping operations.

EDUCATION AND TRAINING

2014 – 2016 Kampala, Uganda

CERTIFICATE IN GUIDANCE AND COUNSELING YOUNG MEN'S CHRISTIAN ASSOCIATION at KAMPALA, UGANDA

2012 – 2014 Tororo, Uganda

UGANDA ADVANCED CERTIFICATE OF EDUCATION ROCH HIGH SCHOOL

2007 – 2010 Tororo, Uganda

UGANDA CERTIFICATE OF EDUCATION ROCK HIGH SCHOOL

1999 – 2005 Tororo, Uganda

PRIMARY LEAVING EXAMINATION TORORO COLLEGE PRIMARY SCHOOL

LANGUAGE SKILLS

MOTHER TONGUE(S): English

MANAGEMENT AND LEADERSHIP SKILLS

SKILLS

- Attention to Detail
- Time Management
- Teamwork
- Communication
- Customer Service
- Multitasking
- Problem Solving
- Adaptability
- Standards and Regulations

CERTIFICATIONS

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November 2022 Hotelogix PMS Training Accor
December 2022 Hosting Institute of hospitality
December 2022 Chemical safety awareness Institute of hospitality
December 2022 Enhanced cleaning and disinfection Institute of hospitality