

PERSONAL DETAILS

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Objectives

To move with change, maintain standards, maximize sales and achieve distinction in Personal contribution to productivity and profitability of the company.

Summary:

Top notch manager with experience in day-to-day management of hotel and its staff. Commercial accountability for planning, organizing and directing all hotel services, including front office (reception, concierge, and reservation), banqueting, maintenance and housekeeping.

PROFESSIONAL EXPERIENCE

Working as the Camp Manager Naivasha West Beach Camp

Dec 2018 to date

- Engaged in pre-opening and opening of this tented camp
- Fully responsible for front Office, House Keeping and Food and Beverage departments with 32 staff members, 20 tented rooms, 6 cottages and a campsite with 4 dormitory type tented room
- Ensures that the correct staffing and productivity levels are adhered to as it is stipulated in the departmental labour ratio breakdown.

Worked as the Operations Manager Longview Suites Hotel

Aug 2017 – Sept 2018

- Oversaw daily operations for front Office, House Keeping and Food & Beverage departments for more than 30 staff members in a 32 one bed-roomed apartment hotel with a gym
- Increased guest satisfaction scores on online booking platforms by 15%
- Controlled an operating budget of KSH 3M per month with 45 percent GOP.
- Decreased employee turn-over by 55 percent.

Worked as the General Manager WIDA Highway Motel

June 2016 – July 2017

- Hired to do a turnaround
- Reduced operational losses by 55%
- Managed this 67 deluxe and 43 standard rooms hotel with an annual revenue of KSH. 84M
- Assessed each line item within the budget and immediately began to improve margins through streamlining staff, food cost and other unnecessary operating expenditures
- Developed and saw hotel-wide renovations and new project (WIDA Resort Kilimani) through to completion while staying within budget and time-frame.
- Sustained continual involvement through weekly management meeting and frequent department visit to provide ongoing support and satisfying company objective
- Expanded cost control initiative
- Increased room revenue by 40% for 16 Months
- Managed all Human Relations matters

Worked as the Manager Kisima House Karen

July 2012 – April 2014

- Oversaw daily operation of the hotel all departments
- Assisted other departments as needed including payroll, accounting and marketing
- Opened and operated the hotel for 2 years but closed due to development resistance from residential association

Worked as the night manager at Sun n Sand Beach resort Mombasa

Nov 2011 – May 2012

- Oversaw preparation of VIP, complimentary, house use rooms, and out of order lists.

- Ensured proper registration of guests and credit procedures were followed.
- Oversaw distribution of all nightly reports.
- Oversaw adherence to all systems and control procedures.
- Ensured that third shift checklist and responsibilities were completed.

Worked as the lodge manager Leopard rock lodge Meru national park Nov 2010 – Oct 2011

- Identified issues and opportunities to improve the overall revenue and profit performance of lodge business interests
- Monitored targeted performance of operating costs and reported accordingly
- Did daily inspection of the properties and surrounds
- Reviewed and forecasted demands on the business on a daily basis to ensure appropriate levels of planning and resources are applied
- Measured guest satisfaction and responded accordingly

Worked as the Manager the Duke of Breeze hotel Kisumu Nov 2009 – Oct 2010

- Drafted and executed approved budgets, monitored and handled daily affairs.
- Monitored and evaluated staff using standardized procedures.
- Coordinated activities to ensure adequate supplies, services and equipment needs were met for operational needs and oversaw related purchasing and inventory replenishment.
- Made necessary adjustments to meet targets, forecasted financial position of the property, created and implemented sales strategies, reviewed statements and reports and offering recommendations
- Marketed the Duke of breeze to the relevant clientele.
- Provided technical information and assistance to the Directors regarding hotel needs, services, issues, and activities and participated in formulating and developing related policies, procedures and programs.

Worked as the Manager Batian Grand Hotel July 2007 – Oct 2008

- Ensured the daily functions of the hotel were performed to the highest possible standard.
- Checked all rooms and public areas for cleanliness and maintenance faults.
- Ensured Health and Safety requirements were maintained.
- Maintained an up to date action plan for all functions in the hotel.
- Focused on business trends and maintain hotel standards
- Hired and trained staff and monitored their performance, oversaw scheduling

Worked as the Manager, Love for Africa safaris. June 2005 – June 2006

- Planned and designed tailor-made itineraries
- Processed of reservations from quote to finalizing, reservations and invoicing.
- Supported administration queries including reports.
- Designed flexible tour packages to meet the needs of different clients
- Made sure all travel arrangements run according to plan and that accommodation, meals and service were satisfactory;
- Liaised with hotels, car hire companies, restaurants and other clients;

Worked with Block Hotels at Lake Naivasha C. club Oct 2001 – May 2005

- Duty manager.
- Checked F&B Stock control and variances.
- Reduced costs within the department.
- Maintained and controlled of Operating Equipment.
- Fully managed the F&B Department.
- Liaised with the General Manager, Guest Relations manager, accounts and all other managers to ensure the smooth operation of the hotel

- Implemented training programs for all F&B staff.

TRAINING

Trained in Samburu Serena Lodge

Oct 1997 – Jan 1998

Covered food and beverage department covering, Kitchen, Restaurant and Bars.

Trained at Keekorok Lodge

Feb 2000 – Aug 2000

Covered front of house department, covering Housekeeping, Laundry, Reception, Cashiering and accounts.

Trained with Block Hotels Ltd at Lake Naivasha C. Club

Dec 2000 – Oct 2001

Covered stores, controls, kitchen, bar, restaurant and duty management

EDUCATION.

CAMBRIDGE INTENATIONAL COLLEGE

Jan 2001 – July 2002

International Diploma in Hotel Operations and Management with High Merit

MEMBERSHIPS

- IHRM

INTEREST

- Bird watching and stamp collecting

OTHER RELEVANT QUALIFICATIONS

- Computerized accounts (QuickBooks and SAGE), Hotel and Tour operations system (Fidelio, Micros and Reception Book) Diploma in Project Management and Diploma in Tourism studies, Diploma in HR. Certificate in Human Capital Strategy
- Driving license Class ABCE and PSV

REFEREES.

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