CURRICULUM VITAE

**CHARLES**

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**Objectives**

*To gain International Exposure and experience thus improving Professional Excellence and get to build a Challenge Career in Management and administration where I can successfully apply my Technical, interpersonal and organizational skills.*

**Work Experience**

**Renaissance services SAOC (Oman); June 2016 to date**

Designation**-Admin/Front Office Manager**

**Key Responsibilities**

* Ensure and provide professional and high class guest service experiences
* Analyze customer feedback and provide strategic direction to continuously improve overall rating
* Respond to guests needs and anticipate their unstated ones
* Expect and react promptly to guests’ requirements and inquires
* Actively listen and resolve guests’ complaints
* Oversee and coordinate all arrivals and departures of special guests (VIPs)
* Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery
* Promote all amenities, conveniences and programs offered
* Direct, coach and manage guest relations team to ensure all standards and operating procedures are adhered to.

**Renaissance services SAOG (Oman); Aug 2012 to Aug 2014.**

Designation**-Front Office Supervisor.**

**Key Responsibilities**

* Supervising front office operations during assigned shift
* Deal directly with customer/staff either by telephone, electronically or face to face
* Record details of inquiries, comments and complaints
* Prepare and distribute staff & transit staff activity reports
* Manage administrations in the accommodation
* Communicate and coordinate with internal departments
* Provide feedback on the efficiency of the customer service process
* Managing and motivating a team to increase sales and ensure efficiency.
* Responding to customer complaints and comments.

**Academic Training**

**William Angliss Institute (Colombo) Aug 2014 to June 2016**

Attained: **Advanced Diploma of Hospitality**

Analytical Skills

* Team Management.
* Project Management.
* Leadership and Administration.
* Teamwork and Planning.
* Networking and Negotiating.
* Analysis and Implementation.
* Professionalism and Report Writing.
* Planning and Resource Usage.
* Customer Service and Relations.

**Personal information**

Date of Birth: 22-08-1978

Nationality: Kenyan

Visa Status: Employment Visa

Availability: 1 month notice period

**Personal Attributes**

*Self-motivated individual, team player, work well in a diverse environment, committed in meeting targets*