**Gilbert**

**Gilbert.366521@2freemail.com**

**Hospitality Management & Operations Professional**

*A dynamic professional with over 15 years of rich multi-cultural and global experience in business operations / revenue expansion within the hospitality industry, while collaborating with staff in the development of various initiatives designed to assist in meeting customer service goals. Comprehensive experience in managing entire gamut of front office operations, including reservations, scheduling, guest tracking and monitoring global trends. Instrumental in handling a variety of customer service and administrative tasks alongside resolving customer issues with expediency. Strong business acumen with an ability to execute a wide range of strategies to establish market presence and increase revenues and profitability. Demonstrated ability to develop SOP’s as well as establish a performance-driven culture to ensure accountability and personal ownership, while developing service standards and operational policies for business excellence.*

**— Areas of Key Emphasis —**

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| --- | --- | --- |
| * Planning and Implementation
* Food and Beverage Operations
* Inspections and Compliances
 | * Client Relationship Management
* Front Office Management
* Workflow Management
 | * Training and Development
* Client Retention
* Exceeding Revenue Goals
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**Signature Achievements**

*Customised the standard operating procedures and their implementation, along with personally ensuring the achievement of ‘Traveller’s Choice’ best hotel on Trip Advisor for 2014/2015 as Medina Palms.*

*Successfully developed and implemented standard operating procedures for front office while initiating their “roll-out” and subsequent implementation at Nyali International Beach Hotel.*

*Established the standard operating procedures and policies for front office whilst introducing and executing the concept of performance management at Enashipai Resort & Spa.*

*Orchestrated the employee initiative programme and lobbied various companies (tours/travel & organisations), leading to increased sales volumes while at both Red Court Hotel and Enashipai Resort & Spa.*

*Contributed to the success of strategic initiatives by instigating cost control measures at Red Court Hotel, which resulted in the decrease of food cost by 12%.*

*Represented Wines of the World ltd. in the Rift Valley Region and grossed the peak revenue in all regions for year 2008.*

*Tactically liaised with the sales team and ensured the hotel occupancy averaged out at 85% at Enashipai Resort & Spa.*

**Professional Experience**

**Booking & Client Service Director** | Withasmile Homes Ltd, Watamu2/2015 – Present

Fostered long term relationships with each employee to increase morale and develop individual talent to satisfy the company and customers' requirements. Generated key performance indicators for monitoring the business development functions and the systems for retaining and reporting results. Prospected new business by conducting quality outside calls and networking, and through active participation in marketing events.

*Key Accomplishments:*

* Planned several operations related to budgeting, revenue, marketing, business and employee development.
* Directed all activities associated with the Luxury Holiday Homes for both short and long stay holiday vacations.

**Front Office Manager** | Medina Palms, Watamu, Kenya5/2013 – 1/2015

Administered daily operations of hotel front office, which consisted of responding phones, generating hotel reservations, supporting guests with luggage and checking in and out of the hotel. Implemented new department policies and procedures to ensure excellent customer service and safe working environment for all staff.

*Key Accomplishments:*

* Collaborated with staff in development of various initiatives designed to assist in meeting customer service goals.
* Trained front desk agents on hotel software and stressed the importance of a strong focus on customer service.

**Front Office Manager** | Nyali International Beach Hotel, Mombasa5/2012 – 4/2013

Ensured operational efficiencies by administrating all departments and staff on property, including guest relations, kitchen/serving staff, maintenance, security, front desk, and audit. Formulated and implemented SOP’s, while conducting training and needs analysis reports to determine departmental management/individual requirements.

*Key Accomplishments:*

* Headed all operations and functions related to the 31 staff and ensured the achievement of active functionality.
* Planned and established several training programmes to enhance employee knowledge of best practices, while effectively managing staff and career development objectives for Nyali International Beach Hotel.

**Front Office Manager** | Enashipai Resort & Spa, Naivasha, Kenya8/2011 – 3/2012

Established significant training programmes for front office department resulting in increased guest satisfaction. Devised and planned all capital expenditures, annual budgets and forecasts; supervised all volume and profit objectives, P&L, operational strategies and programmes. Secured new business and expanded the client base by planning and executing dynamic marketing and advertising campaigns with trade papers, and local newspapers.

*Key Accomplishments:*

* Operationalised all spheres within the front office to ensure maximum efficiency and effectiveness.
* Disseminated information to all departments, while checking billing to ensure the maximisation of revenues.
* Strictly ensured the compliance with SOP’s, while training staff members on emerging hospitality trends.

**Career Note:** Served as a Front Desk Shift Leader (Red Court Hotel), Sales and Marketing Team Leader (Wines of the World/African Spirits Ltd), Front Desk Receptionist (Internship at Panari Hotel), Front Desk Associate (Internship at Sarova Panafric Hotel), and Events Manager (Green Corner/Twigs Restaurants) (2001 to 2011).

**Education and Credentials**

**Bachelor of Science in Hospitality Management**

Strathmore University, Nairobi, Kenya, 8/2010 – 9/2012

**Diploma in International Hospitality Management**

International Hotel and Tourism Institute (I.H.T.I.), Nairobi, Kenya, 2005 – 2007

**Advanced Diploma in Business Studies**

Australian University Studies Institute (AUSI), Nairobi, Kenya, 2002 – 2003