**

***ANTHONY WATITU CHEGE***

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| ***Nationality:*** | ***Kenyan*** |
| ***Contact:*** | ***0719676582/0708156331*** | |
| ***Date of birth:*** | ***11th April 1982*** |
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***PROFESSIONAL PROFILE***

* *am an enthusiastic and dedicated individual with extensive experience across many areas of Business, Hospitality and Customer service. I have strong administrative, customer service and business development skills built over years and set to continue. In addition to my dynamic personality I have a method and rigorous approach to achieving tasks and objectives. I am a proactive individual able to work on my own initiative and the ability to work in a team setting. Even under significant pressure, I possess a strong ability to perform effectively.*

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***OBJECTIVE***

*Securing a challenging position where my professional qualifications and skills will be utilized fully for the benefit of the society at large.*

*To obtain the relevant extensive working experience in a demanding organization in terms of application of knowledge as well as high level professionalism and to work in a conducive and challenging business environment.*

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***CAREER SUMMARY***

***COASTGATE HOTEL MOMBASA***

***Position: Hotel Manager***

***Responsibilities****;*

* *Supervise work at all levels (receptionists, kitchen staff, housekeeping, office employees etc.) and set clear objectives*
* *Plan activities and allocate responsibilities to achieve the most efficient operating model*
* *Manage budgets/expenses, analyze and interpret financial information and monitor sales and profits*
* *Develop and implement an intuitive and efficient marketing strategy to promote the hotel’s services*
* *Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)*
* *Deal with maintenance issues, shortages in staff or equipment, etc.*
* *Collaborate with external parties such as suppliers, travel agencies, event/conference planners etc.*
* *Inspect facilities and enforce strict compliance with health and safety standards*

***TEYSEER SERVICES COMPANY QATAR***

***Position: Food Services Supervisor***

***Responsibilities;***

* *To assist the Project Manager in overseeing and ensuring daily smooth operations. including banqueting functions and any other events .*
* *To ensure sufficient stocks for daily use at mess halls and food packing areas.*
* *To prepare duty roster and roster staff for meal breaks.*
* *To check on staff attendance.*
* *To ensure the standards of service are delivered.*
* *To guide / train new service staff.*
* *To ensure neatness and cleanliness of workstation including hygiene aspects.*
* *To attend to complaints, feedbacks and remedy situations*
* *Any other duties as may be assigned by the Management.*

**ROCK BEACH RESORT**

***Position: Guest service agent/Receptionist***

***Responsibilities;***

* *Meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.*
* *Building a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.*
* *Dealing with guest requests to ensure a comfortable and pleasant stay.*
* *Being responsible for accurate and efficient accounts and guest billing processes.*
* *Assist in keeping the hotel reception area clean and tidy at all times.*
* *Undertaking general office duties, including correspondence, emails, filing and*

*Switchboard, to ensure the smooth running of the reception area.*

* *Ensuring that all reservations and cancellations are processed efficiently.*
* *Keeping up to date with room prices and special offers to provide accurate information to guests.*
* *Administering the general petty cash system and float in an accurate manner.*
* *Undertaking all training as required (e.g., first aid, health and safety, customer service).*
* *Undertaking any other ad-hoc duties (bar and restaurant work) relevant to the post, as and when required.*

***TOWERS ROTANA HOTEL DUBAI***

***Position: Bell Captain/Shift Leader***

***Responsibilities:***

* *Supervising a multi tasked Guest Services Team*
* *Greeting and welcoming guests to the Hotel*
* *Handling all guest luggage requirements on arrival, during stay and on departure*
* *Acting as the main information center for all hotel guests*
* *Handling all guest transportation requirements*
* *Valet parking*
* *Making tour and restaurant reservations*
* *Flight confirmation and amendment*
* *Making the duty roster for the team*
* *Conducting regular luggage room and flag audits*
* *Monthly update of staff attendance on the oasys system(payroll system)*
* *Promoting the company’s loyalty Program(Rotana rewards)*
* *Doing the appraisal reviews for all guest services staff*

***Other Work Experiences***

* ***IT officer-Emerging Technologies and Consultants Limited***

***EDUCATION AND QUALIFICATIONS***

***On the Job Trainer Training:****Towers Rotana Dubai*

***IT Butler :*** *Towers Rotana Dubai*

***Kenya Utalii College*** *(2001-2003)*

***Qualification: Diploma in Hotel Management***

***Dima College:​****(2003 - 2005)*

***Qualification: Diploma in Management of Information Systems***

***Core Areas covered***

*Information Technology, Business Communication Skills, Entrepreneurship Education, Information Marketing, Information Resources, Research Methodology, Quantitative Methods, Principles & Practices of Management, Programming, Networking*

***Amitech Digitals***

***Qualification:​****Ms-Office*

***Secondary School:​*** *Mururia Secondary School-1997 to 2000*

***Qualification:​****Kenya Certificate of Secondary Education.*

***Primary school:​****Mwea primary school Kenya certificate of primary Education*

***Qualification:​****Kenya Certificate of Primary Education*

***SKILLS***

* + *Microsoft office applications*
  + *Opera and Fidelio PMS*
  + *Customer relations specialist*
  + *Natural leader*
  + *Detail-oriented*
  + *Critical thinker*

***PERSONAL ATTRIBUTES***

*I am an ambitious, confident, enthusiastic, goal driven, with initiative. I am also a team player with impeccable communication and interpersonal skills, ability to influence and motivate others.Am a quick learner and I adapt to different work environments easily.*

***GOALS AND STATEMENTS***

* *Continued work pressure and time limitation has made me realize my ability to complete projects on time mostly on budget attaining goals with high considerable results.*
* *All through my career I have managed to train on good telephone selling techniques, first aid and fire safeties.*
* *I have worked as a supervisor hence I am more experienced on both customer and staff solutions.*
* *I am a certified* ***ON-JOB*** *trainer.*
* *Thorough knowledge of Opera and Fidelio property management systems*
* *Am a holder of a valid Kenya driver’s license*
* *Proficient in the English and Swahili languages(Read, Write and Speak)*

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***HOBBIES***

* *Socializing*
* *Traveling*
* *Reading*