

# MWINYI SWALEH MWAKURAUKA

## GENERAL SUPERVISOR



### PROFESSIONAL SUMMARY

Strong and interpersonal skills with the ability to effectively address company inquiries, concern and requests. Adopt at multitasking in fast paced environment.

### WORK HISTORY

Sales Procurement Supervisor, 2022- TO DATE  
CHAD HARDWARE AND WOOD SUPPLIER - KENYA

Port Clerk Foreman, 2016 to 2022  
KENYA PORTS AUTHORITY - KENYA

Guest Service Agent, 11/2008 to 08/2016  
BAOBAB BEACH RESORT AND SPA - KENYA  
<https://baobab-beach-resort.com/>

Guest Service Agent, 01/2004 to 10/2008  
BAMBURI BEACH HOTEL - KENYA  
<https://bamburibeachkenya.com/>

- **Guest Check-in and Check-out:** Welcome guests upon arrival, process check-ins efficiently, and provide necessary information about hotel amenities, policies, and services. Assist guests with check-out procedures, including settling bills and providing departure assistance.
- **Reservations Management:** Handle guest inquiries and reservations via phone, email, or in person. Confirm reservations, update booking information.
- **Customer Service:** Provide personalized assistance to guests throughout their stay, including answering questions.
- **Room Assignments:** Assign guest rooms based on preferences, room availability, and hotel policies.
- **Payment Processing:** Process payments for room charges, incidental expenses, and additional services using cash, credit cards, or other payment methods.
- **Problem Resolution:** Handle guest complaints or issues promptly and professionally, working to find satisfactory solutions and ensure guest satisfaction.
- **Security and Safety:** Monitor guest activity and report any suspicious behavior or security concerns to appropriate hotel staff or authorities.
- **Record Keeping:** Maintain accurate records of guest interactions, room assignments, payments, and other relevant information.
- **Collaboration:** Coordinate with other hotel departments, including housekeeping, maintenance, and food and beverage, to fulfill guest requests, resolve issues, and ensure smooth operations.
- **Upselling and Promotion:** Promote hotel amenities, upgrades, and special packages to guests to enhance their experience and increase revenue for the hotel.

### CONTACT

**Nationality:** Kenyan  
**Gender:** Male  
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**Passport no:** AK1246305  
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### SKILLS

- Leadership and Integrity
- Developing and executing sales planning
- Record and manage cargo movements and associated documents
- Security and safety prioritizing
- Guest Relations
- Hospitality best practices
- Client Relationship Management
- Guest complaint
- Data entry proficiency
- Documentation And Reporting

### EDUCATION

Tours And Travel Operations,  
01/2006-12/2006  
KENWAYS INSTITUTE OF PROFESSION

Kenya Certificate of Secondary  
Education, 01/1997-11/2000  
LIKONI SECONDARY SCHOOL

### CERTIFICATION

- Certificate In French, Alliance Francais - 08/2005
- Certificate in German, Kenways Institute-12/2006
- Certificate in Cabin Crew Attendant, Kenways Institute-12/2006

## LANGUAGES

Swahili: Native language

French: C2

Proficient

German: A2

Elementary

Italian: A2

Elementary

English: C2

Proficient

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## REFEREE

- Mr. Charles Bett  
Front Office  
Baobab Beach Resort  
Mobile:+254790687301

- Mr.C.Ibukah  
General Manager  
Bamburi Beach Hotel  
Mobile:+254722203600

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