



SIMON NJOROGE MWANGI

Contact

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Date of Birth
27th Aug 1990

Passport Number
AK1283983

Additional Skills

- Exceptional customer service and interpersonal skills.
- Luggage handling proficiency.
- Local area knowledge.
- Strong communication.
- Team collaboration.
- Problem-solving ability.
- Attention to detail.
- Physical fitness and stamina.

Professional Summary

Dedicated and professional Hotel Porter with a strong background in the hospitality industry. Experienced in providing exceptional guest service and ensuring the smooth operation of hotel front-of-house areas. Seeking a Hotel Porter role to apply my skills and contribute to guest satisfaction.

Work Experience

January 2019-June 2023

Customer Service Assistant, Emirates National Oil company

- Handling customer's grievances and feedback to improve onto the company services
- Ensuring that customers are politely and efficiently welcomed and maintaining a good
- Marketing, promoting and informing the customers about the products
- Ordering and record keeping
- Cashiering and updating records for various products
- Acting as a bridge between management and the Customers
- Checking the conditions of safety equipment such as fireman switches and extinguishers
- Receiving delivery of new stock
- Consistently exceeded customer service targets and received positive feedback from clients.

October 2015 - October 2019

Hotel Porter Acacia Resort, Nairobi, Kenya

- Greet and welcome guests with a warm and friendly demeanor, providing assistance with their luggage, check-in process, and inquiries.
- Safely transport guests' belongings to their rooms and offer information about hotel services, facilities, and local attractions.
- Monitor and maintain the appearance and functionality of the hotel lobby, ensuring cleanliness and tidiness.
- Collaborate with the concierge team to coordinate guest requests and assist in making reservations for dining, transportation, and entertainment.
- Provide guests with assistance in arranging transportation and handling special requests, such as room service and wake-up calls.
- Act as a point of contact for guest concerns, promptly addressing issues and ensuring the highest level of guest satisfaction.
- Collaborated with the housekeeping and maintenance teams to ensure guest rooms were well-maintained and met quality standards.
- Managed phone calls and inquiries, providing information about the hotel, room availability, and local attractions.

July 2016 - February 2018

Bellman ,Savanna Lodge, Mombasa, Kenya

- Welcomed guests upon arrival, assisted with luggage, and provided information about hotel services and local points of interest.
- Collaborated closely with the front desk team to streamline the check-in and check-out processes.
- Managed the hotel's valet parking service, ensuring a smooth and safe parking experience for guests.
- Assisted in maintaining the appearance and order of the hotel lobby and entrance area.
- Efficiently handled guest inquiries, complaints, and special requests, promptly addressing and resolving issues.

Education

	2014-2017
Zetech College Certificate in Computer Applications	
	2007 - 2010
Weithaga Boys high School Kenya Certificate of Secondary Education (K.C.S.E)	
	1998- 2006
Kiawambogo primary school Kenya certificate of primary school. (K.C.P.E)	

Languages

English	— Proficient
Swahili	— Proficient

References

Available upon request