

## **CURRICULUM VITAE**

Nancy Jeruto

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### **Personal Statement**

A dedicated and enthusiastic Diploma student in Hospitality and Hotel Management at Rift Valley Technical Training Institute. Skilled in administration, front desk management, and customer service, with hands-on experience in reception and hospitality roles. I am eager to apply my knowledge and practical experience in a dynamic hospitality environment, ensuring excellent guest experiences and smooth operations.

### **Education**

Diploma in Hospitality and Hotel Management

Rift Valley Technical Training Institute (RVTTI), Eldoret, Kenya

2022 – 2025

High School Education

Kosirai Girls' Secondary School, Mosoriot, Nandi County

2017 – 2021

Primary Education

Legacy School Academy, 2005 – 2013

Maryland Academy, 2014 – 2016

## **Work Experience**

Receptionist | Grand Empire Hotel, Eldoret Town (Opposite Khetias)

April – August 2024

Managed front desk operations, including guest check-in and check-out.

Provided customer support and handled inquiries with professionalism.

Coordinated room bookings and guest service requests.

Waitress | Comfy Inn Hotel, Eldoret Town

April – August 2023

Delivered excellent table service to guests, ensuring satisfaction.

Assisted in maintaining cleanliness and organization of dining areas.

Collaborated with kitchen staff to ensure smooth service.

## **Skills**

Hospitality & Service: Guest Relations, Front Desk Management, Table Service, Event Planning & Coordination.

Administrative Competence: Filing, Scheduling, Office Management, Record-Keeping, Microsoft Office Suite.

Customer Service Excellence: Complaint Handling, Professional Communication, Active Listening, Conflict Resolution.

Teamwork & Adaptability: Working in fast-paced environments, Flexibility in roles, Team Collaboration.

Problem-Solving: Quick Decision-Making, Crisis Management, Multitasking under pressure.

Leadership & Initiative: Delegating tasks, Training new staff, Motivating teams, Taking responsibility for outcomes.

## **Leadership & Extracurricular Activities**

Class Representative, RVTTI (2023 – present): Coordinated communication between lecturers and students, organized study groups, and assisted in managing class activities.

Hospitality Event Organizer, RVTTI: Led a student team in planning and executing college events, ensuring smooth logistics and guest satisfaction.

Peer Mentor: Guided new students in adjusting to campus life, promoting teamwork and collaboration.

Active participation in community-based events, showcasing commitment to service and leadership beyond academics.

## **References**