

TRAZY WANGECHI WANJOHI

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OBJECTIVE

Dynamic hospitality professional with rotational experience at Nairobi National Park as Tour Guide, Front Office, and Community Service Officer. Skilled in customer service, communication, team work and safety protocols, event coordination, conservation knowledge, problem-solving, and record-keeping. Seeking to leverage expertise in any of those roles in your organization.

EXPERIENCE

Contact number; Anne Waithaka

Mobile No. 0721812364.

Kenya Wildlife Service;Headquaters;Nairobi.

Front Office and Community Service Roles and Responsibilities of;

1. Tour Guide

- Ensured visitor safety by monitoring group movements, enforcing park regulations, and providing emergency response during wildlife encounters.
- Promoted conservation awareness through interactive sessions on biodiversity and anti-poaching efforts, fostering community engagement.
- Managed tour logistics, including route planning, equipment maintenance, and scheduling to optimize visitor experiences.
- Collected visitor feedback post-tours to refine content and improve satisfaction ratings.

2. Front Office

- Provided information on park attractions, accommodations, and policies, resolving inquiries to enhance guest satisfaction.
- Handled administrative tasks such as record-keeping, report generation, and inventory management for front desk operations.
- Coordinated with tour teams and maintenance staff to ensure quality services to our client.
- Maintained a professional reception area, upholding high standards of cleanliness and organization.

3. Community Service

- Organized community workshops on environmental conservation educating over 200 locals quarterly on sustainable practice.
- Facilitated youth programs promoting wildlife protection, including school visits and tree-planting initiatives.

- Liaised between park management and local communities to address concerns and build partnerships.
- Documented community impact reports, tracking participation and outcomes for funding

SKILLS ACQUIRED

- Can work efficiently for long hours.
- Excellent communication skills.
- Profession and quality oriented.
- Ability to work and adapt to any changes that may occur in the working area.
- Time keeping ability ensuring work is conducted perfectly within the time frame

SKILLS

- ❖ Communication
- ❖ Collaboration
- ❖ Events collaboration
- ❖ Sales and marketing
- ❖ Event co ordination
- ❖ Conservation skills
- ❖ Problem solving skills
- ❖ Record keeping
- ❖ Housekeeping

EDUCATION

- Embu college Of Professional Studies.
2022-2025
 - ❖ Diploma In Tourism Management.
- Pettans institute of Business Studies.
 - ❖ Certificate in Computer Studies.
- TumuTumu Girls High School.
2018-2021
 - ❖ Kenya Certificate Of Secondary Education.

REFERENCE

Mr. Gitonga Laurence
Contact:0712437783

Madam Linette
Contact:0702006054

