

Emmanuel Muli Kaleli

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Professional Summary

Dedicated hospitality professional with over 6 years of five-star hotel experience in food and beverage service, complemented by 4 years in travel administration and logistics. Proven ability to deliver exceptional customer service, manage operations efficiently, and adapt to multicultural environments. Fluent in four languages and passionate about innovative service delivery in high-end hospitality and logistics.

Professional Experience

Operations & Customer Service Professional 2018 2021

Dedicated 3-year contributor to a Modern Coast bus company, successfully rotating through and integrating three critical functions: Dispatch, Parcel Delivery, and Customer Care. This unique cross-functional experience provides a holistic understanding of transport logistics from back-office coordination to front-facing client interaction.

- **Dispatch:** Managed real-time driver communication and schedule adjustments, improving route efficiency.
- **Parcel Delivery:** Oversaw the logistics of parcel consignment, from booking to final-mile delivery, ensuring secure and timely handling.
- **Customer Care:** Acted as the primary point of contact, resolving inquiries related to tickets, tracking, and service issues via phone and email.
- **Technical Proficiency:** Administered the company's online booking portal and provided first-line software troubleshooting for internal systems, often resolving technical glitches without external

Footedge Africa – Tours & Travel Division | Travel Administrator | 2016 – 2017

- **Orchestrated end-to-end logistics and planning for bespoke nature excursions and comprehensive travel itineraries.**
- **Meticulously coordinated all client bookings, transportation, and accommodation arrangements to ensure seamless travel experiences.**
- **Proactively addressed customer inquiries and developed tailored travel solutions, enhancing client satisfaction and supporting smooth tour operations.**

Nairobi Serena Hotel

Commis de Rang | 2011 – 2016

- Served guests in a fine-dining setting, maintaining high standards of food and beverage presentation.
- Developed extensive knowledge of wines, spirits, and beers.
- Supported barista and behind-the-bar operations during peak hours.
- Trained new staff on service protocols and customer interaction.

Industrial Attachments

Utalii Hotel & Sentrim Amboseli Tented Camp | 2010 – 2011

- Gained hands-on experience in food and beverage service within luxury hotel and lodge settings.
- Assisted in banquet setups and guest service operations.

Education & Certification

CCI LOGISTICS TRAINING SEMINAR 2018

GOETHE INSTITUTE – GERMAN LANGUAGE CERTIFICATION (B1 LEVEL) | 2017 – 2018

JODAN COLLEGE OF TECHNOLOGY – COMPUTER PACKAGES | 2016

KENYA UTALII COLLEGE – FOOD & BEVERAGE SERVICE AND SALES | 2010 – 2011

MULLY CHILDREN'S FAMILY – SECONDARY EDUCATION | 2005 – 2008

Skills

- **Languages:** English (Fluent), Swahili (Fluent), French (Good), German (Good)
- **Hospitality Skills:** Food & Beverage Service, Bar Operations, Barista Skills, Wine & Spirits Knowledge, Customer Relations
- **Administrative Skills:** Travel Logistics, Itinerary Planning, Client Coordination
- **Personal Attributes:** High Standard of Presentation, Flexible to Work Late Hours & Weekends, Team Player, Culturally Aware

