

# SAMUEL PATRICK KIHARA

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## PROFESSIONAL SUMMARY

An insightful, seasoned and accomplished hotel management professional with over 10 years experience in running successful high end hospitality establishments. Skilled in hospitality leadership, strategy and marketing to elevate hotel potential. Mentors and motivates high-performing staff to achieve first-class customer experiences. Leads by example to deliver faultless customer service across hotel departments. Demonstrates exceptional planning, organization and leadership abilities to maintain smooth-running, cost-effective hotel services. Dynamic and well-versed in coordinating with various resort departments for high-end hotels

## WORK HISTORY

### **OPERATIONS SUPERVISOR** 08/2013 to Current **Emaar Valet, UAE, UAE**

- Oversee day-to-day operations of thirteen hotels in Emaar valet, which includes supervision of 310 staff members. Ensure that all sites are properly staffed, organized, and equipped to deliver high-quality valet services in Emaar Hotel
- Maintain strong focus on customer satisfaction and retention; Implement and maintain service standards to ensure exceptional customer experiences. Handle customer inquiries, complaints, and escalations in a professional and timely manner.
- Monitor and enforce quality control standards to consistently deliver outstanding valet services. Conduct regular site inspections, audits, and performance reviews to identify areas for improvement and implement corrective actions
- Build and maintain strong relationships with over 25 property managers and stakeholders. Collaborate with clients to understand their needs, address concerns, and foster long-term partnerships.
- Prepare and present weekly reports on key performance indicators, financial results, operational efficiency, and customer satisfaction metrics. Use data analysis to identify trends, opportunities, and areas for improvement.

### **HEAD BARISTA** 10/2012 to 08/2013 **Urban Bistro Restaurant, UAE, Nairobi**

- Led team of 7 baristas to execute high volume of customer orders during peak times whilst maintaining orderly counter area, balanced till and outstanding customer service.
- Performed daily opening and closing routine including cashing up, inventory checks and security procedures.
- Extracted maximum flavour from each coffee bean through expert use of manual espresso machine and grinders, thus increased sales by 15%
- Monitored personal and team performance, assessing quality of work, encouraging professional development and reporting insights to upper management.
- Oversaw training and development in milk handling techniques, brewing methods and coffee grinding for five new recruits.

### **STORE MANAGER** 11/2009 to 11/2012 **Costa Coffee, Qatar**

- Managed Costa Coffee store, supervising 9 staff members. Ensured consistent brand standards, delivering excellent customer service and managing profit & loss,
- Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records.
- Kept awareness of competitor activity and developed ideas to promote store.
- Maintained strong partnership with Operations Manager to keep alignment and timely communication.
- Analyzed daily and weekly sales results and maintained ongoing, productive dialogue with area manager and peers on sales performance.

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## SKILLS

- Interpersonal communications
- Training and mentoring
- Office and staff streamlining
- Community relations
- Guest experiences
- Special event coordination
- Staff supervision
- Reservations management
- Policies and procedures

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## EDUCATION

Higher Diploma: Computer Repair and Maintenance - Credit, **06/2005 to 05/2006**  
**Nairobi Aviation College** - Nairobi, Kenya

Certificate of Higher Education: Computer Literacy Training, **07/2002 to 05/2004**  
**Tronic Computer College** - Nairobi, Kenya

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## LANGUAGES

### English

Native

### Arabic

Upper intermediate

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## PROFESSIONAL TRAININGS AND SEMINARS

### Barista Maestro Course

February 2009

### Work Ethics and People Management,

Doha, Qatar  
2009

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## INDUSTRY EXPERTISE

- **Communication**
- **Teamwork**
- **Time Management**
- **Customer Service**
- **Adaptability**