

Sandra Mong'are

□ Doha, Qatar | □ +97460016571 | □ mongaresandra60@gmail.com | □

Personal Profile

Hospitality and customer experience professional with 7+ years of international experience in guest relations, hotel operations, and customer service across Qatar and Kenya. Proven ability to drive revenue growth (up to +60%), deliver seamless VIP guest services at global events (FIFA 2022), and lead high-performing teams in fast-paced environments. Recognized for boosting loyalty, optimizing booking platforms, and exceeding service benchmarks in both hospitality and customer-facing industries.

Education

Hospitality and Tourism Management – Icon Training Center , Doh, Qatar

September 2023 – February 2024

High School Diploma – Le Pic High School, Nairobi, Kenya

May 2009 – November 2012

Key Skills

- Guest Relations & VIP Services (FIFA 2022, Qatar Airways Hotels)
- Online Booking Platform & Reservation Management
- Revenue Growth & Upselling Strategies
- Team Leadership, Training & Staff Development
- Complaint Handling & Conflict Resolution
- Hospitality Software (Opera, PMS) & Payment Systems
- Customer Retention & Loyalty Program Management

Work Experience

Online Platform Manager / Customer Service Rep – Earth organic coffee, Doha, Qatar

November 2024 – Present

- Streamlined online booking operations, cutting response times by 25% and improving customer satisfaction.
- Developed and implemented engagement strategies, boosting repeat customer purchases by 15%.
- Monitored platform performance and introduced improvements that reduced booking errors by 30%.

Front desk agent – Qatar Airways , Doha, Qatar

January 2023 – August 2024

- Implemented dynamic room assignment and booking strategy, increasing hotel revenue by 40%.
- Coordinated cross-departmental guest services for smooth daily operations in a 5-star environment.
- Supported VIP clients and high-profile guests, achieving 95% satisfaction feedback scores.

Duty Manager – FIFA World Cup 2022, Doha, Qatar

October 2022 – January 2023

- Managed front desk during the world's largest sporting event, serving 5,000+ international guests under high-pressure conditions.
- Supervised and trained 12+ staff to maintain flawless operations and ensure 100% compliance with hotel policies.
- Handled VIP guest relations and emergency cases, safeguarding brand reputation on a global stage.

Front of House Agent – The Social House Hotel, Nairobi, Kenya

November 2019 – October 2022

- Recognized as Top Sales Performer (2020-2021) by consistently upselling services and loyalty memberships.
- Increased hotel revenue by 30% through effective guest engagement and cross-selling programs.
- Delivered tailored guest experiences, strengthening repeat business and brand reputation.

Guest Service Agent – Accor Group of Hotels , Ibis Styles, Nairobi , Kenya

June 2016 – September 2019

- Delivered premium guest service, managing reservations and boosting occupancy through efficient system use.
- Coordinated with housekeeping and maintenance to ensure service standards were consistently met.

- Enhanced guest satisfaction scores by contributing to smooth front-office operations.

Additional Training & Certifications

Train The Trainer – According to Group , 2022

Guest Relations Techniques – Utalii College , 2022

Basic First Aid – Kenya RedCross, 2022

Volunteer / Extracurricular Experience

Volunteer AFC Asian cup Qatar 2023 - Spectator services Volunteer FIFA Arab Cup 2025 & FIFA U-17 Qatar

202 - workforce management uniforms

References

References available upon request