** BARRACK MANONO**

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**QUALIFICATION SUMMARY**

Talented Tourism and Hospitality management professional experienced in leading and motivating people to achieve challenging objectives. Effortlessly builds team connections, oversees operations, and improves policy to maximize the efficiency and performance of each team member. Skilled in training and mentoring employees to develop every person to their full potential and restructuring policy to maximize the efficiency and performance of each team member. Excellent in training and mentoring employees to develop every person to their full potential. Tourism and Hospitality Consultant.

**SKILLS**

\*Great Salesperson \*Budgeting \*Communication

\*Customer Service \*Microsoft office \*Teamwork

**EXPERIENCE**

***Hospitality and Tourism consultant. Nairobi Kenya June 2022- To date***

* On Going Project on the Conduct an ecotourism cost effective analysis to identify the Anticipated Economic Impactful Innovations and the Fundamental Basis of the most Profitable Lake-2023, done by FONERWA and the Rwanda Water Board and Kenyan consultancy HydroIntel LTD.
* Project consulting 2022- Rwanda Development Board 2022 Project on Water Based Tourism Potentials On Kivu & Ruhondo 2020

***Olive Bush Camp, Maasai Mara*** • ***Operations Manager***  *June/2020 – June/ 2022*

* Managing and coordinating organizations operations, guest management, Repairs & Maintenance, risk management, logistics and procurement, HR Management and communicating the clear vision of the organization.
* Operationalized organization systems for inventory control, logistics and procurement, merchandising, financial reports and schedules, dramatically increasing operational efficiency.
* Identified Talent by hiring qualified staff, building an efficient and effective team, and assisting them to be great team players.
* Strategic planning and oversight of the Operations department, including delivering detailed Reports weekly, establishing weekly operation focus reports and developing effective operational working plans.
* Responsible for management and administration of the whole hotel facility, implementing SOP on health and safety and ensuring that the facility is safe for our clients and staff.
* Reported day-to-day operations of the facility, sending reports, communicating briefs to subordinates, sending important emails and crafting internal and external memos on the organization's position on an important matter and for publicity.
* Managed crisis control, delivered excellent customer service, resolving issues in time and hence a great guest experience.
* Coordinated travel arrangements for our guests, Airport transfers, flight booking, hotel booking and support for visas and other travel matters.

***Tawi Lodge, Amboseli*** • ***Assistant Manager*** *October/2015) - (May/2020)*

* + Principal assistant to the General Manager, managed his dairy, taking a brief for him and representing him in events and meetings in his absence.
	+ In charge of all the operations in the lodge, employee management creating schedules, tracking time and assisting in administering payroll.
	+ Linking the lodge, investors and the community, inspect the conservancy area and supervise rangers at the Tawi- Kilitome Conservancy.
	+ Managed petty cash, including paying casual laborers.
	+ In-charge of Staff training and ensured team members maintained business professionalism by coaching each on methods for delivering exceptional service to every customer.
	+ Preparing Capex budgets and supervising their implementation.
	+ Handled guest complaints and provided an immediate solutions to cases as they arose.
	+ Handle guest complaints through elaborate company internal reporting systems and structures.
	+ Through proper methods of handling staff issues, none of our staff members left the company due to discipline issues.
	+ Planned schedules and delegated assignments to meet coverage and service demands hence reducing inefficiencies significantly.

***Nairobi Java House, Nairobi*** • ***FOH Supervisor*** *(Sep/2013) - (Sept/2015)*

* + Directed both FOH and BOH employees through daily tasks and monitored performance throughout day.
	+ Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
	+ Created and deployed successful strategies to boost restaurant performance, streamline food preparation processes and reduce waste.
	+ Planned public holidays and off days for the front of house team.
	+ Made the timetable and ensuring any changes are communicated to the staff.

**EDUCATION AND CERTIFICATIONS**

**Bachelor of Science Tourism Management (Hospitality),**

**Second Class Upper Division Honors Kenyatta University,**

2013, Nairobi, Kenya

\*Referees on request