

## PATRICK WACHIRA

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### PROFILE SUMMARY

I am a strategic person to work with at a senior leadership level, well balanced individual who can pass for being both a manager and an exemplary leader, action oriented and does not let things drift and always ready to work as a team by coming up with new ideas and innovations. I'm also efficient, amiable, easy to work with and approachable person, a Friend and a mentor.

### PERSONAL DETAILS

**Gender:** Male.      **Nationality:** Kenyan.      **Languages:** Fluent in English and swahili.

### KEY SKILLS AND COMPETENCIES ACQUIRED

- Strong team leadership capabilities, focused on coaching and driving the team to deliver exceptional results.
- The ability to drive a strong safety culture and identify and manage business risk.
- Experience in managing businesses where customer service is a key driver for business success.
- Advanced strategic planning and organisation skills.
- Exceptional verbal and writing communication skills.
- Previous experience in developing and managing financial forecasts/budgets.
- Ability to develop strong relationships with key stakeholders.
- Business management experience with an operational and marketing focus.
- Contribute to, develop and drive the delivery of the key strategic business objectives.
- Ability to identify new business growth and innovative opportunities to ensure continued growth.
- Ability to manage multiple projects and a keen eye for identifying operational efficiencies.
- Business minded, able to produce acceptable return on investment, aware of competition and evaluate its effectiveness.
- Has knowledge of Food and beverage, rooms division, conference, procurement, security and HR.

### WORK HISTORY

#### CAMP MANAGER

Porini Lion | Sept 2016 - May 2019

#### Duties and Responsibilities

- Overall management of the 10 tented camp.
- Ensuring SOPs policies and procedures are followed.
- Preparing daily routine and planning duties for all departments. Resolved guest problems quickly, efficiently and courteously ensured all SOPs are followed.
- Responsible for the optimization of sales.
- Responsible for coordination, initiation and control of all operational processes as well as appropriate delegation and control of the individual tasks.
- Link between the General Manager and Section Heads and entire team.

- Implement annual reviews for the section heads and the entire Porini team, as well as promotion, development, and career planning; Initiate corrective / disciplinary action in collaboration with the HR Office.
- Responsible for the implementation and adoption of projects in collaboration with the GM.
- Responsible for leadership in all matters in relation to safety and protection in the hotel.
- Budget coordination, creation and control operations.
- Conduct daily walk through to ensure quality standards and cleanliness in front and back of the house areas.
- Cost control in liaison with Director of Finance, sales optimization through promotional activities in liaison.
- Develop and constantly monitor all security-relevant measures and facilities especially fire protection and rules of conduct in emergency situations, considering the current requirements by authorities and legislation.
- Achieve or exceed budget, ensuring and permanent improvement of quality standards and optimize work processes in the operational area.
- Quality monitoring of all public areas and all tents.
- Monitor technical condition of all departments at the camp.
- Initiate cross-cutting projects at the camp.
- Monitoring the financial performance in camp in comparison with the area camps.
- Obligation to own personal and professional training.
- Actively support and implement Talent Development initiatives for porini team.
- Support and initiate transfer, cross exposure and task force assignments for the team.
- Recruit and select potential talent according to the Company's current and future hotel, regional and worldwide needs including conducting interviews for positions in their department and their region.

## **GROUP GENERAL MANAGER**

Maasai Mara Wilderness Lodge; Mara Engai Indian Ocean retreat and Baraka camp Maasai Mara | May 2014 -Aug 2015

### **Duties and Responsibilities**

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- Overall management of the 24 tented luxury lodge.
- Supervised and monitored performance of all food production and service crew.
- To ensure that a courteous and efficient service is provided to guests in line with the Company's vision, values and fundamentals.
- Ensured full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Developed and meet operational budgets and quality goals.
- Ensured that brand and quality standards are met throughout the organization.
- Inspected rooms and ensure cleanliness and maintenance goals are met.
- Oversaw the development of staff by ensuring continuous learning takes place.
- Supervised, coordinate and oversee the daily operations and activities of the company.
- Oversaw sales and marketing activities to achieve corporate revenue goals.
- Determined staffing requirements and participate in the recruitment of qualified and competent staff, staff appraisal, training and disciplinary.
- Developed and implement marketing strategies including advertising campaigns and sales promotions.
- Enforced company policies and standard operating procedures.
- Ensured that the company complied with government regulations and licensing.
- Convened and chair meetings from time to time to discuss matters of concern with regard to performance, conduct and facilities.

- Ensured that annual budget, leave schedule, duty rosters and other requirements are prepared.
- Wrote and submit monthly and annual reports to the Managing Director.

## **OPERATIONS MANAGER**

Olare Mara Kempinski | Jan 2013 -April 2013

### **Duties and Responsibilities**

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- Overall management of the 12tented luxury camp.
- Oversaw management of the catering operations.
- Recruited, selected, trained, assigned, scheduled, coached, counseled and disciplined employees.
- Communicated job expectations; planning, monitoring, appraising and reviewing job contributions.
- Planned and reviewed compensation actions; enforcing policies and procedures.
- Contributed operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify trends.
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions.
- Developed operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping.
- Analyzed process workflow, employee and space requirements and equipment layout; implement changes.
- Maintained safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations.

## **GENERAL MANAGER**

Olare Ntiaktiak Owned by Simbacolt | May 2011- Jan 2013

### **Duties and Responsibilities**

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- Overall management of the 12 tented luxury camp.
- Planning, setting standards, priorities and ensuring policies, SOPs and procedures are followed.
- Ensured maximum guest satisfaction in accordance with the hotel's standards.
- Took responsibility, created and maintained good working conditions, created the climate to motivate staff to excel and maintain standards, must have a friendly positive personality.
- Analyzed financial performance, current performance relative to budgeted standards.
- Monitored the performance of the hotel through verification and analysis of guest satisfaction systems and financial reports and initiates corrective action.
- Maintained product and service quality standards by conducting ongoing evaluations and investigating complaints and initiates corrective action.
- Developed accurate and aggressive long and short-range financial objectives consistent with the Company's mission statement.
- Maintained an appropriate level of community public affairs involvement.
- Executed marketing, sales, and operational activities, producing results that meet or exceed the hotel's business plan.
- Implemented and maintains effective open-door communication system that crosses departmental lines in order to reach all employees.

## **ASSISTANT MANAGER**

Finch Hattons Luxury lodge | Feb 1995- May 2011

### **Duties and Responsibilities**

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- Ensured that the customer promised were delivered and that customers were satisfied within the framework of financial targets set.
- Ensured that enough staff were available in the hotel departments.
- Looked after the customer's complaints and suggestions and escalate them.
- Ensured that guests received high-quality services.
- Ensured that the applicable regulations were complied with.
- Ensured orders for food, equipment, and supplies were placed.
- Ensured the maintenance and repair of the restaurant's equipment.
- Tracking and Managed Inventory to Control Food Costs.
- Controlled Labor Costs by reducing employee turnover.
- Restaurant Cost Control through proper utilization of supplies.
- Ensured compliance with all requirements.
- Coordinated all departments for the smooth running of the restaurant.

## **ASSISTANT MANAGER**

Finch Hattons Luxury lodge | Feb 1997-July 2010

### **Duties and Responsibilities**

- Human resource management; recruiting, training and supervising staff.
- Liaison between staff and management.
- Interacted with customers and handling staff concern.
- Restocking merchandise.
- Managed budgets.
- Ensured proper maintenance of statistical and financial records.
- Managed planning maintenance work, events and room bookings.
- Handled customer complaints and queries.
- Managed Promoting and marketing the business.
- compliance with health and safety legislation and licensing laws.

## **EDUCATION**

**June 2005:** Management Development Programme on Human Capital at Kenya Utalii University.

**Jan 1993-Sept 1994:** Diploma in International Office Practice, Clearing and Forwarding at Kenya school of clearing and forwarding.

**1989-1992:** Kenya Certificate of Secondary Education (KCSE – O'Levels) at Mt.Kenya Secondary School, Nanyuki.

**1980-1988:** Kenya Certificate of Primary Education (KCPE) at Ngenia Primary School, Timau.

## **TRAININGS AND CERTIFICATION**

**Nov 2012:** Trainings on People oriented; Creating Traditions; People business sks; Health and safety at Kempinski.

**April 2011:** Certificate in Guest at Kenya Utalii College.

**June 2007:** Trained on Fidelio Front Office by Novacom.

**April 2006:** Customer Care refresher course at Kenya Utalii College.

## **HOBBIES AND INTEREST**

- Travelling on and off duty to acquire experience in people's diversity.
- Discovering new things.
- Cooking (fusion cooking ) and passing knowledge.

- Research on environment, diets and nutrition and related ailments.

## REFEREES

### **Ms. Ruth Nganga**

Bonfire Adventures.

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### **Mr. Peter Frank**

The founder and former director.

Finch Hattons lodge in Tsavo,

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### **Mr. Nazir Khamisa**

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### **Mr Derek Upson**

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