P.O. Box 74 – 10100,Nyeri, Kenya
Tel: (+254) 024129289
Email:info@nyericlub.co.ke
Website: nyericlub.co.ke

ADVERTISEMENT

Job Opening Number: 010/01/26

Job Title: Beauty and Massage Therapist

Date of Issue: 21 October, 2026

Closing Date: 26 October, 2026

Background

At Nyeri Club we believe life is a continuous pu[illegible] and balance. Every day brings new challenges for evolving personal [illegible] perfecting your swing, building endurance in th[illegible] or finding [illegible] sauna, [illegible] corner of our club is designed to help you [illegible] every [illegible] ential.

Duties and Responsibilities

Section A: Job Description	
Job	**Receptionist**
Reports to	**[illegible] Manag**
Duty station	**[illegible]eri Club**
P[illegible]	[illegible] professional, and customer-focused individuals for the position of **RECEPTIONIST**. We are looking for a warm, welcoming, and courteous individual who naturally wears a smile, enjoys interacting with people, and is committed to delivering an excellent member and guest experience. The ideal candidate should have experience managing reservations through online booking platforms.
Duties and Responsibilities:	

- Welcome members, guests, and visitors warmly, courteously, and with a smile.
- Handle telephone calls, emails, enquiries, and messages professionally.
- Manage reservations, bookings, appointments, and reception records.
- Manage online accommodation reservations through platforms such as Booking.com, Agoda, and other online travel agencies (OTAs).
- Monitor bookings, room availability, cancellations, modifications, and guest enquiries across booking platforms.
- Provide accurate information on club facilities, accommodation, events, and services.
- Handle guest check-ins and check-outs where applicable.
- Maintain a neat, organised, and professional reception area.
- Coordinate with other departments to ensure seamless service delivery.
- Handle complaints and feedback with patience, empathy, and professionalism.
- Maintain accurate records and uphold confidentiality.
- Perform any other duties as assigned by the Club Management.

Knowledge and Skills Required:

The Jobholder must possess:

Education & Experience:

- Certificate or Diploma in Front Office Operations, Hospitality customer service, Business Administration, or a related field.
- A minimum of **two (2) years' experience in a similar receptionist or front office position** in a 4-star rating hotel or higher.
- Demonstrable knowledge and practical experience using online booking platforms, including Booking.com, Agoda, and other accommodation reservation systems.
- Ability to manage online reservations, room availability, cancellations, and booking enquiries accurately.
- Warm, friendly, and courteous demeanour, with a naturally welcoming smile.
- Excellent communication and interpersonal skills.
- Strong customer service skills and a genuine passion for people.
- Proficiency in computer applications and office systems.
- Professional grooming, a positive attitude, and excellent telephone etiquette.
- Ability to multitask, remain calm under pressure, and work effectively in a team.

Application Process

Interested candidates should submit their application letter, detailed CV, copies of academic and professional certificates, and at least three (3) contactable referees, preferably former supervisors or line managers, to:
info@nyericlub.co.ke

Application Deadline: 26th October 2026