



Technical University of Mombasa Enterprises Limited (TUMEL)

INTERNAL JOB ADVERT

JOB VACANCY

Technical University of Mombasa Enterprises Limited (TUMEL) is a Private Limited Liability Company wholly owned by Technical University of Mombasa (TUM). The Company was incorporated on 7th August 2013 as an income-generating unit for the University.

Technical University of Mombasa Enterprises Limited (TUMEL) seeks to hire highly competent, proactive, qualified and self-driven individual to fill the following vacancy within its staff establishment.

S/N	Position	Vacancy No.	No. of Posts
1	Hotel Receptionist	TUMEL/HR&ADM/Hotel Receptionist/01/09/2026	3

Reporting to Hotel and Operations Supervisor

Job Purpose

The Hotel Receptionist will be responsible for will be responsible for welcoming guests, managing check-ins, handling inquiries, and supporting front-office operations.

The ideal candidate must have at least one (1) year of proven working experience as a Hotel Receptionist or equivalent.

Key Responsibilities

- Welcome guests warmly and professionally, ensuring a smooth and memorable arrival, stay and departure experience.
- Manage check-ins, check-outs, room allocations, reservations, guest profiles, billing, payments and key control accurately.
- Coordinate with Reservations, Housekeeping and other departments to ensure rooms, arrivals, special requests and guest services are well prepared.
- Handle guest enquiries, requests, complaints, telephone calls and messages promptly and professionally, escalating issues where necessary.
- Provide guests with information on hotel facilities, restaurant, conference and activities while identifying opportunities to upsell and cross-sell.
- Coordinate luggage, wake-up calls, excursions, leisure activities and other guest requests with the relevant departments.
- Maintain accurate Front Office records, shift handovers, reports, cash floats and operational controls, reporting discrepancies or faults promptly.

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- Maintain a clean, organized and welcoming reception area while consistently upholding the hotel's service standards.
- Prepare conference rooms for clients.
- Perform any other duties and responsibilities as may be assigned from time to time by your immediate supervisor or other persons in authority.

Professional Qualifications and Experience

For appointment to this position, a candidate must:

- Certificate in Business Administration, Front Office, Hotel Management or certificate in hospitality or equivalent from a recognized institution.
- Flexibility to work shifts, weekends and public holidays.
- Conversant with Hotel Management System will be an added advantage
- Proven work experience as a Receptionist (minimum 1 year)

Key Personal Attributes

- Be a team player
- Flexibility to work in shifts
- Ability to get on well with a diverse workforce
- Fluency in a foreign language will be an added advantage (French, Spanish, German, Italian, etc.)
- Excellent customer service and communication skills
- Strong knowledge of hotel reservations and front office operations
- Professional, well-presented, organized, and guest-focused
- Ability to work in a fast-paced hospitality environment
- Professional attitude and appearance

TUMEL Grade	Consolidated Salary Range	Contract Duration
8	25,000/=-31,250/=	1 year, renewable based on performance

NOTE:

- If you are successful and required to take up the position, it will be mandatory for you to provide a Valid Health Certificate.
- Only shortlisted and successful candidates shall be contacted. Lack of inclusion of all details as sought or any form of canvassing either directly or indirectly shall lead to automatic disqualification.
- TUMEL is an Equal Opportunity Employer committed to diversity and gender equality. Persons Living with Disability (PWD), women and those from marginalized areas are encouraged to apply.

How to Apply

Interested persons who meet the above minimum criteria are requested to submit duly signed application letters enclosing detailed curriculum vitae (CV), certified copies of relevant academic and professional certificates, national identity card and KRA PIN. The CV **must** at the minimum provide

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details of current employer, current designation, current remuneration, date of substantive appointment, county and sub-county of origin and names and contacts of three (3) referees familiar with the applicant's professional and work record, contact information-mobile number and email be Applications to be submitted through: <https://jobs.tumel.co.ke/> not later than 15th September, 2026 by 5:00 pm.

TUMEL is an equal opportunity employer and committed to diversity and gender equality. Women, marginalized and minority groups are encouraged to apply.

The Application should be addressed to:

The Managing Director

Technical University of Mombasa Enterprises Limited (TUMEL)

P.O BOX 90420 – 80100

Mombasa.

