

Contact

www.linkedin.com/in/jael-agyei-akyeampong-chgm-7a7094a0
(LinkedIn)

Top Skills

Hotel Management
Food & Beverage
Human Resources (HR)

Languages

English

Certifications

Xstream Travel Advisor
Certified Hotel General Manager
CHGM
Essential Skills for Managers and Supervisors

Honors-Awards

Travel and Tourism Excellence Award
Millennium Volunteer Award
Most Admired Female Hospitality Professional
Most Outstanding Female in Hospitality
100 Most Powerful Hospitality Female in Africa

Publications

Travel writer/Blogger

Jael Agyei Akyeampong CHGM

Multiple Award Winning Female Hospitality Professional | 100 Most Powerful People in Africa's Hospitality | Board Member | Pre-Openings | Founder at TEENS Tourism & Hospitality Club
Accra, Greater Accra Region, Ghana

Summary

Certified Hotel General Manager with a solid background within the Hospitality Industry, Great customer service, leading by example and through imparting confidence in staff, Ensuring higher productivity and better client satisfaction. Skilled in the principles of Administration and Operations management in the Service industry, Including strategic planning, production methods, human resources, and the coordination of people and resources. Critical thinker who uses logic and reason to identify and evaluate situations and their alternative solutions, Strong communication skills that allow me to easily determine guest and employee concerns.

Experience

RB Park-Hill Hotel Ghana

4 years

Managing Director

March 2023 - Present (7 months)

Ghana

General Manager

September 2020 - March 2023 (2 years 7 months)

Ghana

Front Office Manager (Pre-Opening)

October 2019 - September 2020 (1 year)

Ghana

African Association of Women in Tourism and Hospitality

Director Of Administration

July 2021 - Present (2 years 3 months)

United States

Spa & Wellness Association Africa

Honorary Board Member
May 2022 - Present (1 year 5 months)
Mauritius

The Haven Honeymoon Concierge
CEO
September 2021 - Present (2 years 1 month)
Accra, Greater Accra, Ghana

Teens Tourism & Hospitality Club
Founder
December 2021 - Present (1 year 10 months)
Ghana

Accra Marriott Hotel
1 year 8 months

AT YOUR SERVICE SUPERVISOR
February 2019 - October 2019 (9 months)
Ghana

F/O Department

AT YOUR SERVICE AGENT (pre-opening)
March 2018 - February 2019 (1 year)
Ghana

F/O Department

JW Marriott Grosvenor House London
Internship Trainee
April 2014 - April 2014 (1 month)
London, Greater London, United Kingdom

I had the opportunity to work with a team of hospitality staff to set up special rooms and dining areas for events. Room service, At your service, housekeeping, banquetting and bar.

Bawso Ltd
voluntary
June 2012 - January 2013 (8 months)
Wrexham, Wrexham, United Kingdom

Teaching or assisting tutors to teach skills such as English, Computers, handicrafts, cooking etc to service users.

And Fund raising

Nightingale House Hospice
voluntary receptionist
September 2012 - September 2012 (1 month)
Wrexham, Wrexham, United Kingdom

Education

Les Roches Marbella Global Hospitality
Executive Masters, International Hotel Management · (October 2022)

University of Derby
Bachelor of Arts - BA, International Hospitality Business management

College Of Haringey, Enfield and North East London
Diploma, Travel and Tourism

Online travel training (OTT)
Global Distribution system, GDS