



PRINCE CHAKUSA

Hospitality and Property Operations Leader | Guest Experience | Team Leadership

Abu Dhabi, UAE | Open to relocation and remote | UAE driving licence
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PROFESSIONAL SUMMARY

Hospitality and property operations leader with more than three years in UAE holiday homes, from front desk guest relations to directing day-to-day operations for **350+ short-term rental units** and leading a team of **12**. Proven results in guest satisfaction, cost control and DTCM compliance, including guest identity verification (KYC). Currently a Guest Relations Supervisor in Abu Dhabi. Builds software to fix operational problems at the source, including the live PaMarket marketplace. Open to roles in the UAE, the GCC and internationally.

KEY ACHIEVEMENTS

- Raised the average guest review score by **25%** by redesigning the check-in and check-out process.
- Cut annual operating costs by **15%** across 350+ units by standardising operating procedures.
- Reduced front desk workload by **40%** by introducing digital concierge tools.
- Promoted from Customer Care Agent to Team Leader of Property Operations in six months.

PROFESSIONAL EXPERIENCE

Guest Relations Supervisor

The Authors Holiday Homes | Abu Dhabi, UAE | May 2026 to Present

- Supervise the guest relations team, ensuring every guest is looked after from arrival to departure.
- Own every escalated guest issue until it is resolved, and coach the team to solve problems at first contact.
- Improved the company's operating systems and team management, so service standards hold on every shift.

Guest Experience Lead

Luxury Homevy Vacation Homes | Dubai, UAE | Jan 2026 to May 2026

- Led guest experience operations for a **40-property** short-term rental portfolio on Airbnb and Booking.com, with a team of 5.
- Managed guest communication through Hostaway and WhatsApp, maintaining daily SLA and SOP compliance.
- Verified guest passports and Emirates IDs against booking details before check-in (KYC), and escalated suspicious bookings.
- Kept guest identity records complete, accurate and confidential.
- Built SLA and SOP compliance tracking to monitor response and resolution times across the portfolio.
- Analysed **200+ guest reviews** to identify recurring issues and turned them into fixes for the operations team.

Team Leader, Property Operations (promoted from Customer Care Agent)

Stonetree Vacation Homes | Dubai, UAE | Nov 2024 to Dec 2025 (Team Leader from May 2025)

- Directed day-to-day operations for **350+ short-term rental units**, ensuring guest satisfaction and operational efficiency.
- Led a cross-functional team of **12** across concierge, maintenance and housekeeping.
- Standardised operating procedures across all units, cutting annual operating costs by **15%**.
- Audited listings and nightly rates on Airbnb, Booking.com and Hostaway, keeping prices, availability and listing details accurate.

- Reported occupancy, pricing and performance to property owners and management.
- Kept the portfolio compliant with Dubai's DTCM holiday home rules, tracking every permit renewal and keeping records audit-ready.
- Ensured every guest was registered with DTCM before check-in, and followed up on missing or incorrect documents.
- Managed vendor contracts and service level agreements, and ran property inspections and service recovery.

Guest Relations Officer

Daniels Holiday Homes | Dubai, UAE | Jan 2023 to Oct 2024

- Delivered guest check-in and front desk support, looking after guests throughout their stay.
- Redesigned the check-in and check-out process, raising the average guest review score by **25%**.
- Implemented a CSAT and NPS feedback system, improving guest satisfaction by **20%**.
- Integrated digital concierge tools, reducing front desk workload by **40%**.
- Conducted service audits based on guest surveys, and mentored new staff, reducing onboarding time by **20%**.

SKILLS

Operations: Property operations, short-term rental operations, team leadership and coaching, SOPs, vendor management and SLAs, listing and rate audits, owner reporting, inspections

Guest experience: Guest relations, check-in and guest support, complaint resolution and service recovery, CSAT and NPS, review analysis

Compliance: DTCM regulatory compliance, permit tracking, KYC and guest identity verification, red-flag escalation, record keeping and confidentiality

Systems: Hostaway (PMS), Airbnb, Booking.com, Bitrix24, Asana, Notion, Slack, WhatsApp Business, Microsoft 365

Technology: Software development, JavaScript, TypeScript, React Native, Supabase and PostgreSQL, IT support

EDUCATION

Associate of Science in Computer Science, University of the People | Completed 2026

Bachelor of Business Administration, University of the People | In progress

Diploma in Business Management, Lyceum College, South Africa | Completed

CERTIFICATIONS

CompTIA A+ Core 1, CompTIA | Certified

AML-CFT Certificate, Emirates Institute of Finance, Abu Dhabi | In progress

PROJECTS

PaMarket (pamarketzw.com): an online marketplace and jobs board for Zimbabwe, live on the web, the App Store and Google Play. Designed and built the apps, website and backend.

FixHub: a maintenance ticketing tool for property managers to log, assign and track every job until it is fixed.