

Divine Dube

Contact

Address:16 Cypress Grove, Redcliff ,
Kwekwe
Zimbabwe

Phone:+263784444167

Email:divineandile@gmail.com

Languages

English
Shona
Ndebele

Skills

- Ability to work under pressure
- Microsoft Office suite
- Problem solving
- Attention to detail
- Supply stocking
- File management
- Dependability

References

Available on request

PROFESSIONAL SUMMARY

Enthusiastic Front Desk Representative eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

Enthusiastic and adaptable professional receptionist with exceptional multitasking abilities and writing skills.

Works well as part of a team and communicates promptly and thoroughly with staff and customers.

Motivated to learn more, grow and excel in the Hospitality Industry.

ACADEMIC PROFILE

- High School Diploma
[High School, Kwekwe (11/2021)]

GOLDEN MILE HOTEL | KWEKWE FRONT DESK RECEPTIONIST [FULL TIME 08/2022 to CURRENT]

DUTIES & RESPONSIBILITIES

- Assisting in scheduling meetings, reserving conference rooms, updating the daily conference room schedules, and ordering and setting up meals.
- Answering telephone calls and forwarding phone messages as necessary.
- Recording and maintaining office expenses.
- Perform data entry of guests and participants information, while always being respectful of their privacy.
- Confirm relevant guest information and payment methods to prevent fraud.
- Resolved service-related problems and documented actions in system.
- Collaborate with team members to handle guest requirements from check-in through check-out.
- Promote hotel brand's loyalty program via social media, email and direct mail.
- Welcome guests at front desk and engaged in pleasant conversations while managing check-in process.
- Handling queries and complaints via phone, email and general correspondence.

GOLDEN MILE HOTEL | KWEKWE HOUSEKEEPING [PART TIME 12/2021 to 07/2022]

DUTIES & RESPONSIBILITIES

- Provide housekeeping duties including changing the linen, changing and arranging the towels, restocking toilet supplies, vacuuming, dusting and rearranging the rooms after guests check out.
- Deal with reasonable complaints/requests with professionalism and patience.
- Check stocking levels of all consumables and replace when appropriate.
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices.
- Report and return any guests properties found in the rooms.
- Clean bathrooms, showers, toilets, sinks and countertops.
- Handling recycling and garbage.
- Notifying managers of necessary repairs.
- Ensure all rooms are cared for and inspected according to standards.