**Job Summary**

Tasked in providing the hotel guests/patrons the efficient Bell service, to ensure the luggage being delivered, collected, and stored accurately and promptly all the time. Meanwhile, should be more pro-active in practicing the salesmanship to promote the hotel products at any guest contact, for example, when rooming the guest

**Objective**

Keen to find a challenging position within an exciting employer where I will be able to continue, increase my work experience and develop my abilities

**Key Qualification**

Over two years of experience as Bellman

**Work experience**

***Four Seasons Hotel Westcliff*** *(Johannesburg, South Africa)*

## Bellman 5TH May 2013 until present

**Duties**

* Conducting the Bell service activities such as luggage service upon guest's arrival and departure, luggage storage, message service fax delivery, parcel and mail hand-over, information service and other related tasks.
* Opening the door of the car for the guest in a professional manner at the main entrance of the hotel and assisting to unload the luggage if any.
* Extend warm welcome and appreciation to every guest / patron at any customer approaching by greeting "Welcome to the Hotel " or "Welcome back.
* Rooming the guest in a professional way, which includes addressing the guest by name, holding the lift for guest and extending hotel introduction to guest, etc
* Having wealth of knowledge in relating to hotel products, events and promotion, playing the role of salesmanship by doing their effort to sell the hotel at each customer contact, to maximize the hotel revenue.
* Assisting to arrange the transportation for guest in the absence of Bell Captain.
* Being responsible for the cleanliness of the counter and the surrounding environment.
* Being in charge of the lobby lighting on & off periodically.
* Distributing the newspaper to long staying guest and departments concerned.
* Extend assistant to guests and patrons alike in a flexible manner unless it is illegal.
* Maintain professional image while on duty with well grooming hygiene and prescribed uniform.
* Perform other duties being assigned by the Bell Captain, Assistant Manager, Front Office Manager or other concerned hotel officers.
* Always concern energy and environment conservation issues in the daily work.
* 14. Perform all duties, other than the above as requested by hotel policies and/ or his/ her direct supervisor.

 ***InterContinental Johannesburg Sandton Towers*** *(Johannesburg, South Africa)*

 **Bellman 5th Feb 2011 -12 March 2013**

 **Responsibilities**

* Receiving guests in a professional and friendly manner, exceeding guest expectation from arrival through to departure
* Deliver morning newspaper to rooms
* Maintain an up to date knolwedge of the hotel and local services
* Maintain professional image while on duty with well grooming hygiene and prescribed uniform.
* Perform other duties being assigned by the Bell Captain, Assistant Manager, Front Office Manager or other concerned hotel officers.
* Always concern energy and environment conservation issues in the daily work.
* Perform all duties, other than the above as requested by hotel policies and/ or his/ her direct supervisor.

 ***Menzi Club Lounge*** *(Johannesburg, South Africa)*

 **Waiter 3rd Mar 2007 – 20th Dec 2010**

* Serving
* Taking order
* Attending guests needs and request
* Coordnate housekeeping services
* Clean tables after guests have finished
* Collect payments from customers

**Realetd Capabilities**

* Excellent guest service, communication and interpersonall skills
* Profound ability to work on a flexible schedule
* Service orientated and highly organized
* Able to work with people of diffrent backgrounds

**Task Trainer Workshop**

* First AID Level 1
* Quality awareness
* Motivation
* Telephone skills
* Basic food hygiene course

**PERSONAL SKILLS**

* Fun personality
* Smart appearance
* Entertaining guests
* Flexibility
* Positive Attitude
* Able to work under pressure
* Excellent interpersonal, relationship and negotiation

**PERSONAL DETAILS**

* DATE OF BIRTH - 19 JUNE 1985
* MARITAL STATUS - Single
* GENDER - MALE
* NATIONALITY - ZIMBABWE

**ACADEMIC QUALIFICATIONS**

***Amhlophe High School***

* HIGHEST STD PASSED - A Level
* YEAR - 2002
* SUBJECTS - ENGLISH , MATHS, SCIENCE, NDEBELE

**LANGUAGE:** Fluent in Readig and writing(English, Zulu,Shona and Ndebele)

**INTEREST AND HOBBIES**

Am a person who likes reading, gym ,spending time with friends and watching movies.I like socialising with people and listening to music.



**Gulfjobseeker.com CV No:** **1476990**