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|  | ***CURRICULUM VITAE*** |
| Date of Birth : | 20 January 1988 |
| Nationality : | Zimbabwean |
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| **OBJECTIVE** |

To obtain a position that offers opportunities for personal contribution and professional development in the Hospitality Industry, focusing on being a Receptionist, Switchboard Operator, Guest Services, Night Auditor and Reservationist .

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| **SKILLS AND COMPETENCES** |

To be part of an organisation where my competences can be fully utilized and be able to learn more to enhance my personal growth .

**Sales Person**

Shamar Trading, Victoria Falls, Zimbabwe

**January 2014 to October 2015**

**Duties and Responsibilities**

* Welcoming customers by greeting them and offering them assistance.
* Directing customers by escorting them to racks and counters suggesting items.
* Advising customers by providing information on products.
* Helping customers make selections by building customer confidence, offering suggestions and opinions.
* Documenting sales
* Processing payments by totaling purchases, processing checks, cash, and or other credit cards.
* Keeping clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
* Contributing to team effort by accomplishing related results as needed.

**Human Resources Assistant**

African Sun Hotel, Zimbabwe (4 Star Hotel)

 ***January 2011 to December 2011***

**Duties and Responsibilities**

* Assisting with day to day operations of the HR functions and duties
* Providing clerical and administrative support to Human Resources Manager
* Compiling and updating employee records (hard and soft copies)
* Processing documentation and preparing reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
* Coordinating HR projects (meetings, training, surveys etc.) and take minutes
* Dealing with employee requests regarding human resources issues, rules, and regulations
* Conducting initial orientation to newly hired employees
* Personal Records and Administration
* Properly handling of complaints and grievance procedures
* Ensuring the Health and Safety of employees at work
* Communicating and interpretation of Human resources policies
* Assisting in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)

**Front Desk Agent**

Rainbow Tourism Group, Zimbabwe (4 Star Hotel)

 ***November 2006 to January 2009***

**Duties and Responsibilities**

* Delivering excellent customer service, at all times
* Assisting in keeping the hotel reception area clean and tidy, at all times
* Dealing with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Administering all reservations, cancellations and no-shows, in line with company policy
* Keeping up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximizing bedroom sales opportunities
* Fulfilling all reasonable requests from guests to ensure their comfort, satisfaction and safety
* Conducting regular security checks throughout the day and report any security issues to line manager
* Reporting any maintenance issues immediately to line manager, including all furniture, fittings and equipment
* Providing reports, as required, for housekeepers and management
* Responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services
* Adhering to all company policies and procedures and licensing laws
* Being involved and contributing at team meetings and carry out instructions as per order.

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| **ACADEMIC QUALIFICATIONS** |

**National Diploma in Human Resources Management**

Ministry of Higher and Tertiary Education 2009 - 2012

*Bulawayo Polytechnic, Zimbabwe*

**In-House Training in Front Office Operations**

Rainbow Tourism Group, Zimbabwe

**Zimsec - GCE O Level**

*Marist Brothers Secondary School, Dete, Zimbabwe (2001 -2004)*

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 **Gulfjobseeker.com CV No:** **1519116**