**Patsy**

**Objective:**
To provide high quality service for the organization which I am employed with to ensure customer loyalty at all times. I aspire to grow academically and experience wise so as to keep abreast with the dynamic business environment so as to ensure customer satisfaction.

**Personal/Professional Profile**

**Skills**

* Excellent English language skills.
* CLS and APEX Operating system
* Basic French and basic Portuguese language skills
* Excellent communication and organizational skills.
* Good organizational and time management skills
* Excellent customer service and service recovery skills,
* High professionalism & multitasking skills.
* Structured problem solving skills.

**Key attributes**

* Consistent ability to meet deadlines and prioritize whilst maintaining consistently high standards.
* Customer focus
* Ability to work under pressure
* Computer literate, keen to embrace new technology
* Ability to work with diverse management
* Goal orientated and self-motivated
* Hardworking and high flexibility to work overtime
* Eager to help people with special needs such as young children or people with disabilities

**Academic Qualification**

* Ordinary level certificate
* Advanced level certificate

**Professional Qualification**

* Bachelor of Commerce Tourism and Hospitality Honors Degree

**Experience**

1. **Company :** Great Zimbabwe Hotel

**Position held**: Guest Service Representative

**Period** : 1 year (2014- 2015)

Responsibilities

* Greeting and welcoming guests
* Offering complimentary welcome refreshments to guests upon arrival
* Solving guest complaints in a polite, professional and tactful manner
* VIP check in and check out
* Answering direct and external calls
* Ensuring all quest visitors log in to the guest logbook for security reasons
* Making flight, tour and transfer bookings as per guests’ requests
* Reporting faults and updating to the maintenance department
* Taking part in up selling activities like campaigns and advertising
* Writing the guest feedback report and emailing it to all hotel departments
1. **Company** : The Kingdom at Victoria Falls Hotel

 **Position held**: management intern

 **Period** : 1 year (2012- 2013)

Responsibilities- Guest Relations department

* Greeting and welcoming guests
* Offering guests complimentary welcome refreshments
* Resolving guest complaints in a polite, professional and tactful manner
* Assisting guests with information such as directions to nearby shops or malls
* Carrying out guest activity bookings as per their requests
* Collecting guest feedback about their dinning as well as overall experience
* Reporting all mechanical and technical faults to the maintenance department
* Organising fruit hampers, wines, bath salts, rose petals or cake for honeymooners, long stayers and other VIPs
1. **Company**  : Twin Peaks lodge

 **Position held**: (Mini Internship) rotated 5 departments including kitchen, restaurant,

 reservations and reception.

 **Period** : 2 months

1. **Company** : Premier Medical Aid Society

**Position held**: Health Insurance Customer Service Representative

**Period** : 1 year ( 2010- 2011)

Responsibilities

* Selling insurance
* Helping potential customers evaluate the merit of various medical aid plans.
* Providing confirmation letters for authorization and verification to customers
* Answering queries with regard to policy issues such as payment and billings
* Solving complex underwriting problems
* Corresponding to existing policy holders with information regarding account status or change
1. **Company**  : Golden Bay Spur

 **Position held**: Waitress

 **Period** : 3 months

Responsibilities

* Welcoming and sitting guests
* Taking guest orders and serving guests.
* Collecting feedback during and after meals
* Offering desserts after meals and up selling slow moving items.
* Informing guests on daily specials
* Clearing the tables and replenishing them with supplies after guests leave.

**Personal Details**

Date of Birth: 20 April 1991

Marital status: Single

Nationality: Zimbabwean

**Job Seeker First Name / CV No: 1715130**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 