**LISA RUMBIDZAI TAMBAOGA**

**FRONT OFFICE/RESERVATIONS AGENT/SALES**

Date of birth 3rd April 1993

Marital Status Single

Gender Female

Nationality Zimbabwean

Languages English

**PERSONAL STATEMENT**

I aim to be in a challenging and rewarding environment so as to attain valuable skills that allow the reach of greater heights both at individual and organizational level.

**KEY PERSONAL ATTRIBUTES**

* Ability to build positive mutual and productive relationships
* Excellent internal and external communication and negotiating skills
* Ability to speak fluently in English
* Quality focused with a passion for continuous improvement
* Strong planning, monitoring and organizing abilities
* Cheerful and vibrant personality

**WORK EXPERIENCE**

**EMPLOYER**: Rainbow Tourism Group of Hotels

**Position**: Receptionist

**Period**: Jan 2016-July 2016

**Duties and Responsibilities**

* Greeted, registered and assigned rooms to guests
* Processed guest check ins and check outs
* Prepared and completed accommodation and restaurant bills
* Handled payments through cash, cheques and credit cards

**EMPLOYER**: Cresta Group of Hotels

**Position**: Receptionist

**Period**: Jan 2015- Dec 2015

**Duties and Responsibilities**

* Operated the switchboard and PABX
* Answered telephonic and in person queries related to hotel service
* Liased with other hotel departments for guest needs and request
* Assisted guests with itineraries

**EMPLOYER**: Rainbow Tourism Group of Hotels

**Position**: Internship Customer Service

**Period**: Jan 2013 – June 2013

**Duties and responsibilities**

* Rotated all hotel departments and performed various tasks
* Cleaned rooms and prepared daily discrepancies
* Handled all the food and beverage service tasks
* Performed front office procedures

**EMPLOYER**: Air Zimbabwe

**Position**: Internship Sales and marketing

**Period**: Jul 2013- Dec 2013

**Duties and responsibilities**

* Handled passenger reservations and booking
* Handled customer service duties
* Answering calls and assisting passengers with their request
* Welcoming and directing guests to their waiting areas
* Assist guest with their luggage
* Giving out information on flights and services

**PROFESSIONAL QUALIFICATIONS**

**COLLEGE DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT**

**2011-2014**

1823250

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

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