Thabo

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EDUCATION:

Current: University of Gloucestershire

I am currently studying towards a BA Honors degree inHotel, Resort and Tourism Management and I am predicted to graduate with a 2:1.

2011-2013: Welling School, Welling, Kent

* Travel & Tourism A-level Grade C
* Business Studies A-level Grade A
* Media Studies AS-level Grade D

2010-2011: Welling School, Welling, Kent

I achieved 9 GCSE qualifications, Grades A-C, in the following subjects: English, Mathematics, Science (Double Award), Photography, Media Studies, Humanities, Adult Literacy and Religious Education.

2007-2009: Falcon College, Esigodini, Zimbabwe

Falcon College is a prestigious, private institution of higher learning for boys of 12 to 18 years of age. It is based on the British examination system and has students of diverse backgrounds, all working towards the common goal of becoming the embodiment of the college’s ethos, which is: to provide a quality, well-rounded education in order to groom humble, hardworking and principled men.

EMPLOYMENT:

12th July 2015-12th July 16 (Internship Front Desk Agent) White Lodging Services Richmond Marriott Downtown USA

The Richmond Marriott Downtown is a conventional property with a high weekly turnover of guests, all with different needs that we did everything within our proximity to cater to.During my time here I developed andI learned the importance of personalising every guest experience and I realised that I could achieve this mainly by listening to each guest’s requirements. My daily responsibilities ranged from helping guests when checking in/out, providing concierge service, dealing with credit limit reports, housekeeping inspection and reviewing discrepant rooms. In this role, I was introduced to the Property Management System (PMS) and became very competent in using it, within a short time.

**13th September 14- 30th May 15 Student Union Bar Baxter Storey**

In this role, I was able to build relationships with students and faculty members, whilst serving their drinks and snacks. This helped especially as it meant that on occasions when we were hosting special events for any one of the numerous student societies or sports teams, I potentially already had a contact within that group. This helped me to realise the importance of networking. My responsibilities in this role included replenishing stock, cash control of the tills as well as cleaning the bar and general servicing of the machines.

24th February 14- 30th May 14 Food & Beverage Assistant Cheltenham Chase Hotel

During my time at the Chase Hotel I enhanced and perfected my communication skills with customers furthermore, due to one on one interaction, I have also developed my general decision making skills while at the Chase due to situations that require fast action without the help of a manager or supervisor. My role at the Chase is to care for guests during the breakfast, by doing basic but yet natural skills such as Greeting, marshalling the guests to their seats and clearing the tables of guests in specific sections. I am on the verge of starting some training and working the dinner hours.

11th November 12- 5th January 13 Customer Assistant Marks & Spencer

At Marks & Spencer I part took in various roles within the company, dealing with internal and external customers. During my time at the company I developed various skills such as customer service, working at the till, stock clearing and collecting money at the end of the day, all these skills will help improve my skills in the retail business and further in life.

6th -21st December 10 Service Assistant Thistle Hotel, Hyde Park, London:

The above role was undertaken as my Work Experience assignment. In this role I was assigned the following responsibilities:

* Assisting customers with their luggage when checking in and out of the hotel
* Assisting with the taxi/cab bookings for customers upon request
* I also helped with general office paperwork.

Being that it was largely a customer-facing role, I believe I gained a lot of valuable insight into the demands of customer service jobs. In the course of the two weeks, I was able to build a foundation in customer service, based on the understanding that Customer Satisfaction is; 1) essential in ensuring that service-based business retains its existing customers and 2) the existing customers become advocates for the business and therefore go on to recommend the company to friends and family.

I would very much like to continue to build up my customer service experience and to learn what it takes to be successful within similar job roles by improving on skills such as communication and effective time management. I have a desire to learn other skills that may be involved and how all these can be incorporated in providing great customer service to customers. I also understand that most of these skills are transferrable and are also essential in any job role, whether or not it is customer facing.

SKILLS:

Competent in: MS Office (Power Point, Word, Excel, and Outlook).