‍‍SUMMARY

A hotelier by passion with strong passion for guest satisfaction and over 10 years of hotel experience in front office operations for both resort and city hotels. Strongly believes in the ability to genuinely live company values and mission by all team members as the recipe for success for any organization. Fluent in English and Portuguese.

SKILLS& ABILITIES

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| --- | --- | --- |
| * Guest Services Management * Knowledge Of Opera * Good listener * Networking | * Ability to handle a diverse clientle * Handling group reservations and check ins * Anaylsing financial reports * Telephone courtesy | * Ability to remember guests by name * Ability to remember guests by names * Pressure absorption. * Attention to detail |

EXPERIENCE

HOTEL MOZAMBIQUE (182 ROOMS)

APRIL 2010 to SEP 2016

**Reservationist**

* Taking down all hotel bookings coming through different channels.
* Updating all bookings in the Opera system.
* Handling group bookings.
* Following up on tentative bookings.
* Informing guests about the hotel cancellation, confirmation and no show policy.
* Advising other team members on dates they could upsell the hotel.
* Creating and updating reservation files.
* Producing reports of bookings for hotel management.
* Taking part in hotel management meetings.
* Training front line staff on handling reservations.
* Meeting group coordinators at check-in and liase with them their programme.
* Suggest to management revenue generating initiatives.

KADOMA HOTEL & CoNFERENCE CENTRE (146 ROOMS) - A MEMBER OF RAINBOW TOURISM GROUP ZIMBABWE

NOV07 to March 2010

**Night Auditor**

* Conducting handover with the outgoing shift and act on any items noted.
* Receive and sign for Front Office Float.
* Attending to late check-ins and walk-in guests during the night.
* Conducting early check outs.
* Analysing in-house guest accounts and make notes to the Front Office Manager if there are any above house limits.
* Check all reports from other revenue centres and ensure they balance with what has been posted in the system.
* Check for any misposts and make any adjustments before closing the shift.
* Ensure that correct rates are applied to all rooms before closing the day.
* To ensure that other statistical information like market codes an nationalities are correct before closing the day.
* Running the night audit report.
* Producing daily financial and other related reports for hotel management.
* Administer wake up calls if any.
* Ensuring that packed breakfast were at reception on time for early check outs.
* Preparing a shift report for the Front Office Manager.
* Doing handover with the morning front desk agents in

VICTORIA FALLS RAINBOW HOTEL (87 rooms) – A member of rainbow tourism group (zimbabwe)

JAN 2006 – OCT 2007

**Receptionist Cashier**

* Conducting guest check-ins and check-outs as per hotel standard.
* Attending to guest requests in line with operating procedures.
* Checking guest balances and follow up on accounts over house limits.
* Allocate rooms for arrivals of the day as per guest requests.
* Preparing keys for arrivals of the day.
* Attending to both internal and external calls.
* Providing guests information about hotel facilities and the city.
* Recording and handling guest complaints and reporting them to management.
* Making guests fill in guest questioniares at checkout on.
* Creating and updating in-house guest files.
* Collect payments from guests.
* Generating receipts and invoices for guests.
* Preparing invoices for guests on credit accounts ensuring that all supporting documents are in order and hand them over to the front office manager.
* Receive guest messages and documents if unavailable.
* Handling reception float

EDUCATION

**Bachelor Of Tourism & Hospitality Management (University Of Zimbabwe) 2004**

**Advanced Level Certificate (Gutu High School, Zimbabwe) 3 A level passes** **1999**

**Ordinary Level Certificate (St Francis Of Assisi High School, Zimbabwe) 9 O level passes 1997**

OTHER INFORMATION

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| * Salary – market related * Availability – Immediate * Relocation – Flexible to relocate to any part of the world. |  |  |