**RESUME FOR**

*for*

**COLLEN**



**COLLEN.368463@2freemail.com**

**CAREER OBJECTIVES**

A professional and experienced professional looking for a Bellman position by virtue of smart personal appearance and positive attitude coupled with a strong background in providing customer services in a hospitality environment. To work as a Bellman using background in assuring positive guest services to provide exceptional guest services.

**QUALITIES**

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| --- | --- |
| * Highly motivated
 | * Have high Values
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| * Passionate,
 | * Hard working
 |
| * Ambitious
 | * Wants to learn and grow
 |
| * Honest person
 | * Embrace change
 |
| * Have high morals
 | * Have high Values
 |
| * Highly motivated
 | * Hard working
 |

**MAJOR ACHIEVEMENTS**

* Managed a delegation of Japanese diplomats by providing them with the best hospitality services and thereby being recommended for a promotion.
* Awarded the Best Employee of the Year title following provision of excellent guest services in 2015.

**WORK EXPERIENCES**

**FOUR SEASONS HOTEL WESTCLIFF JOHANNESBURG MAY 2014 – FEB 2017**

**RESPONSIBILITIES: BELL BOY**

* Greet guests as they arrive and guide them appropriately
* Assist guests with luggage when checking in/out
* Hail taxicabs and assist with inquiries
* Inform guests of the hotel’s procedures and policies and provide emergency information
* Help valets during busy hours
* Assist with newspaper deliveries to the rooms
* Handling guest baggage on Arrivals/Departures
* Cleaning/Dusting/Sweeping/Polishing of Front Office areas and Equipment
* Looking in to valet parking and protecting the vehicle keys until they are claimed by respective guests (Doormen)
* Maintaining all Registers/Documents relevant to Bell Desk
* Delivering Messages/Newspapers to guest rooms and other departments
* To be thorough in Hotel Rules & Regulations, General Policies, Environmental Policies, Social Policies in order to communicate and ensure the same procedures are carried out.

**VICTORIA FALLS HOTEL ZIMBABWE JAN 2010 – APRIL 2014**

**Position: Doorman**

* Greet guests as they enter into hotel
* Verify and record personal information if required
* Assist guests by handling luggage
* Loaded and unloaded luggage carts
* Escort guests to rooms
* Checked luggage tags for arrivals and departures
* Delivered messages to meeting rooms
* Maintained current listing of leisure, particular events and activities
* Achieved maximum security by ensuring that irrelevant people do not enter into hotel premises during high profile and sensitive political meeting
* Assist valets when needed

**QUALIFICATIONS**

* Physically dexterous with over 7 years of experience as a Bellman and Doorperson
* Complete knowledge of the hospitality industry
* Adept at maintaining and using relevant equipment
* Highly skilled in anticipating guests’ needs and responding appropriately
* Well versed in sustaining positive guest relations

**EDUCATION BACKGROUND**

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| --- | --- | --- |
| **Date** | **Establishments’** | **Qualification** |
| 2005 - 2006 | * University of Zimbabwe
 | * Diploma in Higher National Education
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| 1999 - 2000 | * Mount Pleasant High School
 | * 3 A level passes
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