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| |  |  | | --- | --- | | Janinne    @: [janinne.382714@2freemail.com](mailto:janinne.382714@2freemail.com)  **Personal Data**  Date of Birth: 14 February 1991  Nationality: South African  Marital Status: Single  **Area Of Strength**   * Outstanding ability to handle the guest enquires, email, calls and complaints. * Ability to work independently taking initiative as well as part of a team to meet the standards of the company. * Rich experience in Microsoft Outlook, Portal (POS), IREC (POS) & Microsoft Word. * Strong interpersonal, communication skills & quick learner. * Pleasant and professional demeanor in all client and internal communications.   **Languages:**  English/Afrikaans | **Objective**  Looking towards a challenging future in a growth oriented and reputed organization.  To work in a highly motivated environment that provides opportunities for growth and challenges.  **Professional Summary**   * 2 years of Guest service experience. * Detail-oriented, efficient and organized professional with extensive experience as a Guest Relations Host. * Wide experience in Front office, Cashier & Guest Relations. * Excellent written and verbal communication skills. * Resourceful in the completion of month end reports or any departmental task, effective at multi-tasking. * Highly trustworthy, discreet and ethical. * Always ready to take the challenges. * Strong focus on team work & always available to extend the support.   **Academic Qualification**   * Heath field High School 2009, Metric – Grade 12 National Bachelor Degree.   **Training**   * Fire Fighting Training. * Computer Course. * Time Management * Telephone Skills * Spades (2006-2010) * HIV/ AID * TB & STI'S * Child Abuse Awareness (RAPCAN)   **Career Highlights**   * Good expertise in VIP and guest service. * Approachable. * Relationship building * Active listening skills. * Skilled with telephone inquiries. * Maintain professional demeanor. * Hardworking. * Time management. * Contact Center Service Operations. * Organized and Proactive. * Ability to perform tasks under minimal supervision. * Multi-tasking with ability to work under pressure. |   **Personal Data**  Date of Birth: 14 February 1991  Nationality: South African  Marital Status: Single  **Area Of Strength**   * Outstanding ability to handle the guest enquires, email, calls and complaints. * Ability to work independently taking initiative as well as part of a team to meet the standards of the company. * Rich experience in Microsoft Outlook, Portal (POS), IREC (POS) & Microsoft Word. * Strong interpersonal, communication skills & quick learner. * Pleasant and professional demeanor in all client and internal communications.   **Languages:**  English/Afrikaans | **Objective**  Looking towards a challenging future in a growth oriented and reputed organization.  To work in a highly motivated environment that provides opportunities for growth and challenges.  **Professional Summary**   * 2 years of Guest service experience. * Detail-oriented, efficient and organized professional with extensive experience as a Guest Relations Host. * Wide experience in Front office, Cashier & Guest Relations. * Excellent written and verbal communication skills. * Resourceful in the completion of month end reports or any departmental task, effective at multi-tasking. * Highly trustworthy, discreet and ethical. * Always ready to take the challenges. * Strong focus on team work & always available to extend the support.   **Academic Qualification**   * Heath field High School 2009, Metric – Grade 12 National Bachelor Degree.   **Training**   * Fire Fighting Training. * Computer Course. * Time Management * Telephone Skills * Spades (2006-2010) * HIV/ AID * TB & STI'S * Child Abuse Awareness (RAPCAN)   **Career Highlights**   * Good expertise in VIP and guest service. * Approachable. * Relationship building * Active listening skills. * Skilled with telephone inquiries. * Maintain professional demeanor. * Hardworking. * Time management. * Contact Center Service Operations. * Organized and Proactive. * Ability to perform tasks under minimal supervision. * Multi-tasking with ability to work under pressure. |

**Work Experience:**

**IMG Worlds of Adventure: World’s Largest Indoor Theme Park Dubai**

**20th September – Present**

**Guest Relations Coordinator:**

* Monitoring Guest’s Feedback and complaint follow up.
* Preparing Weekly and Monthly Department’s Reports.
* Handling Contact Center related work.
* Supervising all the emails, internal & external calls.
* Guest Relations related duties.

**Guest Relations Host:**

* Deliver excellent guest service, at all times.
* Maintained quality of guest service & provided value added service to guests.
* Wide knowledge in rides and attraction’s height and health restrictions, retails outlets, F & B outlets and safety of guests and park.
* Deal with enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
* Prepared monthly guest survey & feedback reports for review by managers and CEO.
* Pre – opening experience with contact center and guest relations operations.
* Proficient in cash management.
* UP-sell and cross – sell Fast track, Annual pass, VIP Packages and retails products.
* Flexible to work in all the sections of the department Contact center, Ticketing Counter, Information desk, Lost & found, VIP Lounge and Lobby.
* Maintain up- to date information on Ticket prices, current promotions, offers and corporate discounts.
* Able to handle any customer special request.
* Take correct massage for managers and sales team.
* Monitored unresolved cases and followed up to ensure all cases are properly resolved.
* Maintained cleanliness and hygiene at all times in the working and guest areas.

**HR Receptionist Reliever**: IMG Worlds of Adventure

To direct the visitors and candidates to the relevant Department.

Internal and External HR related calls and direct the calls to the HR team.

Receiving and delivering the parcels.

To assist Admin team to distribute the employee uniforms and employee related work.

Collecting candidate’s CVs and forwarding it to the recruitment team.

**PNA – Stationary and Art Supplies**

**19 February 2016 – 23 august 2016**

**Retail assistant**

* Greet guests at all times in a friendly and helpful manner.
* Take personal interest and pride to ensure that the lobby area is kept clean and in orderly manner at all times.
* To check proper stationary.
* Check mail shift wise and replay accordingly.
* Be well groomed, have pleasant attitude at all times ready to offer assistance at all times.
* Ensure correct message are taken and deliver to all guests
* To remain alert in any situation where a guest may require assistance.
* Coordinate closely with various departments for effective communication.
* Foreign Money Exchange & Cash handover.
* Up-sell and Cross Selling.

**Sailfish Point Country Club (Miami, Florida)**

**9 October 2013 till 30 December 2015**

**Hostess**

* Greet arriving guests, welcome them into the establishment and seat them..
* Answer enquiries regarding hotel services and registration through emails, telephone and in person.
* Ensure that repeat guests are pre- registered.
* Coordinate closely with various departments for effective communication.
* Maintained cleanliness and hygiene at all times in the working and guest areas
* Deal with enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
* Schedules dining reservations for guests
* Accommodate large parties and Function

**Corporate Business Automation (CBA) Admin Assistant 1 March 2012 till 30 September 2013**

* Be well groomed, have pleasant attitude at all times ready to offer assistance at all times.
* Ensure correct message are taken and deliver to all guests.
* Coordinate closely with various departments for effective communication.
* Take personal interest and pride to ensure that the lobby area is kept clean and in orderly manner at all times.
* Deal with enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
* Management of office equipment.
* Photocopying, faxing, mail distribution and filing. Coordinates and maintains records for staff office space, phones, company credit cards and office keys.

**Spade (Youth Organization) Peer Educator**

**1 May 2009 till 1 January 2012**

* **Peer education** is the teaching or sharing of health information, values and behavior in educating others who may share similar social backgrounds or life experiences.
* Worked in poor community, school and community centers to educate the youth about
* HIV and ADIDS and Sexual diseases
* Personal hygiene and Peer pressure
* Helped raise funds for the homeless and people of determination.
* Coordinate closely with various departments for effective communication.
* Able to handle special request.
* Maintained cleanliness and hygiene at all times in the working
* Ensure correct message are taken and deliver to all departments

**Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.