******Givemore

[Givemore.360991@2freemail.com](mailto:Givemore.360991@2freemail.com)

Attributes

The incumbent is a self-motivated ambitious man who is looking for an opportunity in a vibrant company where hard work is acknowledged while academic and personal skills are upgraded. An enthuastic and loyal person who is flexible and enjoys teawork. Loyalty and minimum supervision sums up the personality.

**Educational Qualifications**

Ordinary Level Cyrene high school

Subject Grade

English Language B

Mathematics C

Intergrated Science B

Geography C

Commerce C

Accounts C

Agriculture C

Ndebele C

Advanced Level

Management of Business E

1. Tertiary level

National Certificate in Tourism and Hospitality Management

Bulawayo Polytechnic 2014 –School of Hospitality and Tourism.

subjects covered:

* Introduction to tourism
* Foreign languages and communication
* Introduction to computers
* Front office and accomodation studies
* Food and beverage services
* Catering studies
* Nutrition, hygiene and safety
* Accounting
* National and strategic studies
* Entreprenuership skills development

**5.Professional Qualifications**

Amadeus Gds (NOV 30—11DEC 2015)

areas covered:

* creating a pnr and manual fare build
* car and hotel reservations
* amadeus ticketing
* timatic
* re-issue
* decoding and encoding cities/airports
* decoding and encoding aircracft equipment.

International Air Transport Association Diploma

Areas covered:

* Airfares and ticketing
* Customer service
* Airport fundamentals
* Car rentals
* Cruises and water transport
* Rail transport
* Hotel reservations
* Geography in travel planning
* Galileo gds

**Work Experience**

1. Travel consultant ( Feb2016 to date)

* Gemsbok Safaris Travel Agency
* Air fares and ticketing
* Answering handling all queries
* Receiving cash payments
* Accommodation bookings
* Tailor making packages according to the client’s needs.
* Banking

1. Hotelier ( January - November2014)

Hotel ST Patricks

Bulawayo

Area of Specialisation

* Front desk
* Housekeeping
* Waiter

1. Tel-one (pvt) ltd 2005-2006

Customer operator services department

Area of Specialisation

* Telephone operator
* Switchboard operator

Duties and Responsibilities

* Attending to customer calls
* Booking trunk calls for clients
* Addressing to all customer requests and specifications
* Connecting customers to their desired telephone numbers
* Assisting customers with directory enquiries

Computer Literacy

* Microsoft Office
* Word processor
* Excel sheerts.

**Other Skills**

* Customer care service
* Admin/Secreterial
* Comfortable with amadeus gds system
* Front office
* Travel planning
* Entreprenuership skills
* Hospitality

Referees

Available on request.