# Profile Summary



Enthusiastic customer service professional with 4 years of experience working in hospitality industry. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual with five years of management experience. Competent team player who can successfully inspire fellow colleagues.

**Skills**

Skilled at mediating conflict and coming up with creative solutions that benefit both the company and customer. -Enthusiastic team player with the ability to motivate, encourage, and excite fellow employees. -Proven management experience in effectively training competent customer service associates and continuing to provide outstanding service to customers. -Confident communicator with an interest in listening to what the customer has to say. -Expert at learning about new products and delivering information to customers in a way that is honest, educational, and helpful.

## Acting Customer Service – Anantara Dubai the Palm Jumeira Jan 2019 to date

* Open and maintain customer accounts by recording account information
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Contribute to team effort by accomplishing related results as needed
* Manage large amounts of incoming calls
* Identify and assess customers' needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Follow communication procedures, guidelines and policies.
* Greet customers warmly and ascertain problem or reason for calling
* Work with customer service manager to ensure proper customer service is being delivered

## Housekeeping coordinator – Anantara Dubai the palm Feb 2016 – Jan 2019

* The ability to complete, in a timely fashion, all schedules and monitor staffing to insure maximum service, quality, efficiency and productivity.  Also to monitor fluctuations in occupancy so that schedules may be adjusted.
* The ability to monitor daily assignments to insure that proper quotas and standards are maintained.
* The ability to work directly with outside contracted companies when on hotel premises.
* The ability to organize and participate in meetings with all staff on a regular basis.
* The ability to ensure all daily and weekly payroll reports and sign-in sheets are completed and submitted in a timely manner.
* The ability to oversee the start of housekeeping shifts in the morning and evening
* The ability to maintain permanent records of inspections by room number and date, using computer-aided program(s).
* The ability to maintain records of inspections for employee files

**Room Attendant - Anantara Dubai the Palm Dec 2014 –Jan 2016**

* Change bed linen, make beds and replace used towels.
* Sweep, mop floors and vacuum carpets
* Dust furniture and the entire room
* Replenish bath care products (e.g. soap and shampoo)
* Clean public areas, like corridors
* Report any technical issues and maintenance needs
* Address guests’ queries (e.g. on additional services)

# Education

## Matasia Institute of Applied Technology 2010-2013

Plant Operator and Plant Mechanics

## Nkoma secondary school 2003-2008

O and A -level education

REFEREE

Tlhogi Matjila

Learning and Development officer

Queen Elizabeth 2 Hotel Dubai

Tel +9715045010829

Email:lmatjila@anantara.com