

RESUME

Name: ROSEZETTE
YOYE MATUKE
Status : Single
Nationality : Cameroonian
Sex : Female
Visa : Tourist Visa
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FRONT DESK RECEPTIONIST

OBJECTIVE: Seeking a **Receptionist** position with any hotel, office, bank or any company utilizing exceptional communication skills, clerical abilities and front desk experience to ensure the efficiency of the facility.

SUMMARY OF QUALIFICATIONS

- over 3-4 years' progressive experience in performing reception and front desk activities
- demonstrated ability to greet residents and clients and guide them accordingly
- highly skilled in answering and forwarding phone calls
- Hands-on experience in receiving, sorting and routing mail

TECHNICAL SKILLS

- MS Office: Word, PowerPoint, and Excel

CORE COMPETENCIES

- Complaints Management
- Confidentiality Maintenance
- Data Protection Act Compliance
- Continued Professional Development
- Premises Security
- Quality Assurance
- Difficult People Handling
- Conflict Resolution

PROFESSIONAL EXPERIENCE

-Company: - ETA PALACE HOTEL (Sept 2019– Jan2021)

-Position: Front Desk Receptionist

- Welcome visitors, determine nature of business, and direct visitors to suitable areas
- Dealing with bookings by phone, e-mail, letter, fax or face-to-face.
- completing procedures when guests arrive and leave.

- choosing rooms and handing out keys.
- preparing bills and taking payments
- Taking and passing on messages to guests
- Monitor visitor access and issues passes
- Order, receive, and maintain office supplies

- Assemble listing packages
- Help with document scanning

Special Achievements

- Implemented customer care strategies that have led to a great reduction of complaints

-Company: Cameroon development cooperation (CDC) head office Limbe –Cameroon (june2017–Jan 2019)

-Position: Front Desk receptionist

- Welcome visitors and inquire their requirements.
- Scheduled and confirmed appointments with visitors
- Issue passes to all those who enter the company
- Responded to visitors grievances
- Maintained confidential files and records
- Keep a good inventory of those who enter and live the offices each day and time -
- Answer all phone calls in a friendly manner.

ACADEMIC QUALIFICATION

- ❖ High school Diploma

ADDITIONAL SKILLS

- Strong verbal and written communication skills in English and French
- Proven ability to deal promptly with emergency situations
- Able to multi-task, prioritize and flexible with changing business requirements
- Precise attention to detail

PERSONAL DETAILS

Date of birth	: 29/10/1997
Sex	: Female
Nationality	: Cameroon
Visa status	: Tourist visa
Religion	: Christian
Language	: English, French