

### **Personal Information**

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*“Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish”- Sam Walton*

### **Work Experience:**

**Waldorf Astoria, Lusail Doha (Pre-Opening)**

**Guest Service Center Supervisor**

07 August 2022- To Date

### **Duties and Responsibilities:**

- Responding to requests or complaints made by guests in a professional and polite manner in order to guarantee customer satisfaction.
- Responsible for creating department standard operating procedures to develop and build more efficient teams.
- Assisting in monitoring and assessing service and satisfactory trends, evaluate and address concerns in a timely manner
- Implementing procedures to improve services offered with the aim of attracting more customers.
- Hiring and training staff in matters of professional conduct, and ensuring that there is enough staff at all times by organizing staffing schedules efficiently.
- Understanding what guest expectations are and anticipating problems in order to prevent complaints.
- Understanding safety and emergency procedures.
- Addressing problems guests have with their rooms and collecting payments
- Managing cash and credit card transactions and balancing daily reports
- Maintaining accurate records of room occupancy, guest charges, and billing information
- Scheduling of the team’s duty roster

**St. Regis, Doha**  
**Butler Service Desk Supervisor**

February 01, 2022- July 20,2022

**Duties and Responsibilities:**

Train, mentor and guides less experienced hosts on their daily tasks · Evaluates calls and shares feedback with hosts

- Provides feedback to agents to support their performance improvement · including preparing probation reports
- Generates and maintains necessary reports as requested.
- Analyses team reports to assist in identifying areas training needs to improve team performance
- Meets all required objectives including guest chats response,
- Guest Experience platform and follow up with abandoned calls
- Handles defects and raise cases immediately as per company policies and sharing with the concerned team.
- Handles payroll for the team
- Pre-arrival call- Guest Planning

**St. Regis, Doha**  
**Butler Service Desk Agent / Call Center**

August 11, 2017- February 01, 2022

**Duties and Responsibilities:**

- Trains or assists with training new hosts in performance of job duties • To be fully aware of and adhere of health and safety, fire and bomb threat procedures • Coordinate guest requests with all relevant department
- Update directory information
- Communication and recording of complaints
- Monitor and action eButler requests
- Ensure full liaison with other members of the team
- Resolve daily Traces for Butler Services
- Strong communication with other departments, especially Front Office and Housekeeping • Prepare Wakeup Call log sheet for the following day and ensure this is handed over to Butler Supervisors
- Ensure all Wakeup call requests are logged accurately

**St. Regis, Doha****Housekeeping Coordinator-cross exposure /Pre covid**

March 27, 2020- June 25, 2020

**Duties and Responsibilities:**

- Set up work station with necessary supplies, maintain cleanliness throughout shift • Maintain effective record and filling systems; completing all administrative reports accurately and in a timely manner.
- Perform general cleaning tasks
- Handle telephone calls and ensures all messages, information and requests are logged, communicated promptly and accurately to provide prompt delivery of excellent service for both internal

**Marsa Malaz Kempinski, The Pearl Doha**

Guest Services Coordinator

Pre-opening

November 4, 2014 -4 July 2017

**Duties and Responsibilities:**

- Receive each guest call in a professional and friendly manner
- Maintain effective communication with all related department to ensure smooth service delivery
- Handle every query in a polite and courteous manner and exceed guest expectations
- Ensure guests are greeted by name upon calling as per the hotel standards •Maintain an up to date knowledge of the hotel and local services
- Maintain an awareness of guest profile through the Opera guest profile system •Maintain the guest wakeup call sheet and deliver calls accordingly on time •Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls
- Take messages for guests and management as per the required standard.

**Madikwe Hills 5\*Game Reserve, Botswana****Guest Service Agent**

September 2011 - July 2012

- Answer incoming calls
- Log all guest requests
- Prepare welcome drinks for guest arrivals as well as after game drives
- Assist in the hotel boutique shop • Provide guest all the facilities and activities

**Educational Background:**

**Tertiary:**

Advanced Diploma in Hotel Management

Varsity College (Sandton) Republic of South Africa 2004-2007

Hoerskool Midrand High School

Matriculated: 2003-1997

**Achievements:**

Certified Train the Trainer- 16 May 2023

**REFEREES**

Available upon Request