** Sikhathazile Nleya**

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* Mobile number : +971507152279
* Date of Birth: 18-05-1992
* Nationality: ZAMBIAN
* VISA STATUS : Visit visa
* Languages: English,
* Passport no: ZN291791
* Expiry date: 29-05-2022

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| ***OBJECTIVE:*** |

A versatile and highly adaptive professional, offering experience dedicated to Tourism and Hospitality Management. Motivated and creative self- starter, who is enthusiastic and able to meet deadlines, works well under pressure, and communicates effectively. Recognized for having a unique understanding of how to identify areas of improvement, and ensuring those improvements are implemented.

Looking for employment in the UAE for any hospitality role.

**Core Competences**

* Identifying opportunities
* Customer focus
* Instruction of job duties
* Customer experience specialist
* Implementing plan Strong analytical skills
* Enhancing relationships
* Results orientated
* Open to learn new skills

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| ***EDUCATIONAL PROFILE:*** |

**Midlands State University (MSU) Feb 2013- Dec 2016**

Honors Degree in Tourism and Hospitality Management - Upper Class Division

**Dombodema High School**

3 A' Level Passes in Management of Business, Geography and Ndebele

6 O' Level Passes Including English

IT PROFICIENCY

* Sabre Reservation System
* Microsoft office packages
* Opera PMS
* Pc operations and packages
* Internet and Emailing Services

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| ***WORK EXPERIENCE:*** |

**Lakes Hotel and Conference Center South Africa Feb 2017 - Aug 2018**

**Receptionist**

This is a 292 rooms apartment hotel complex

**Key Responsibilities:**

* Greet and register guests using a point of sale (POS) terminal, memorizing faces and names to ensure personalized service throughout guests stay
* Maintained 100 % customer satisfaction, covering categories such as friendliness, efficiency helpfulness and knowledge ability
* Balance daily cash at the end of the shift and create reports to ensure accurate accounting of all transactions.
* Take and confirm reservation over phone, email and in person, ensuring no reservation overlaps or hotel overbooking.
* Refer and report customer enquiries and complaints to the appropriate department. Offered free items and services to guests to compensate their issues.
* Ask guests to fill in any missing information on the registration form and sign.
* Give guests pro-forma invoice for accommodation if the amount is not paid for .
* Receive payment: be it cash or card
* Give the room keys to the porter, as he or she will show the guest(s) their room
* Put the payment in a drop safe envelope and bank it.
* Update easy book system

**Achievements**

* Developed relationships with many new clients and typically exceeded expectations.
* Contributed to the growth of the organization’s revenue.

**Ethiopian Airways, Lusaka Mar 2015 - Jun 2015**

**Flight Reservations Intern**

**Key Responsibilities:**

* Making and confirming reservations for passengers on scheduled airline flights.
* Arranging reservations and routing for passengers at request of TICKET AGENT or customer, using timetables, airline manuals, reference guides, and tariff book.
* Calling customers and TICKET AGENTS to advise of changes in flight plan or to cancel or confirm reservation.
* Maintaining advance and current inventory of available passenger space on flights.
* Advising load control personnel and other stations of changes in passenger itinerary to control space and ensure utilization of seating capacity on flight.

**Achievements**

* Established good working relationships with customers and Ticket Agents.

**Best Western Plus Lusaka Grand Hotel Jun 2015 - Dec 2015**

**Tourism and Hospitality Management Attaché**

**Key Responsibilities:**

* Greeting and thanking guests in a sincere, friendly manner.
* Checking guests in on arrival and out on departure.
* Posting charges to appropriate guest accounts.
* Anticipating and addressing guests' needs, and resolving their problems and complaints.
* Assisting the reservations manager with taking reservations.
* Collaborating and communicating with other internal departments to ensure guest satisfaction.

**Achievements**

* Completed a six-month internship with Best Western Plus Lusaka Grand Hotel.
* Commanded by the internship supervisor for resourcefulness and attention to detail.

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| |  | | --- | | ***PROFESSIONAL SKILLS:*** | |

* Quick-learner, self-motivated and confident individual.
* Good communication & Interpersonal skills.
* Team player and result oriented.
* Excellent customer service skills

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| **REFERENCE:** |

Will be given upon request.

**Declaration**

I declare that the information provided above is true and correct to the best of my knowledge.