

# TATENDA PRINCE SITHOLE



## Contact Information

### Email

mwarozva@outlook.com

### Address

Apartment 103  
Building 1  
Al Khail Gate,  
Al Quoz  
Dubai  
United Arab Emirates

**Phone 052-9414369**

**Alternative Phone 055-6052079**

## Skills

- ❖ Telemarketing
- ❖ Time Management
- ❖ Observation
- ❖ Analytical Skills
- ❖ Customer Service
- ❖ MS office
- ❖ Leadership
- ❖ Communication
- ❖ Fast Learner

## Languages

- ❖ English

## General Information

Date of Birth: - 4<sup>th</sup> October  
1989

Visa Status: - Visit visa

Nationality: - Zimbabwean

I am an ambitious, passionate and diligent person who values teamwork and hard work. I hope to secure a position where I can utilize my skills and knowledge and play my role in enabling the organization to achieve its organizational goals

## WORK EXPERIENCE

### Cresta President Hotel

Gaborone, Botswana

December 2016-December 2018  
(2 years)

### Sales and Marketing Executive

- Educate, lead and supervise employees to ensure achievement of organizational goals
- Identify weaknesses and challenges
- Provide assistance with implementing suggested plans and strategies
- Build customer relations
- Resolve customer complaints quickly
- Investigate existing products and services and compare them with competitors
- Regularly read relevant business press and actively seek to improve knowledge of relevant industries
- Following up new business opportunities and setting up meetings.
- Identifying and evaluate customer needs

### Riverside sun Hotel

Vanderbijlpark, South Africa

April 2014-November 2016  
(2 years 7 months)

### Sales and Marketing Coordinator

- Analysis local market trends and competitor activity to identify new business leads
- Develop customer accounts and travel within the local area to drive business into the specific hotel/cluster and to increase market/customer share in all revenue streams
- Negotiate room rates/packages with corporate clients
- Develop and implement creative local marketing channels, including social media channels

- Prepare company contracts for the hotel in accordance with current business and pricing conditions
- Work within current business strategies and recognizing potential opportunities
- Cooperate with other departments in the hotel to create an exceptional Guest experience and build strong, comprehensive sales programs

**Emerald Resort and Casino**  
(Vanderbijlpark, South Africa)  
January 2013-March 2014  
(1 year 2 months)

#### **Telemarketing and Sales Officer**

- Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service
- Contact businesses or private individuals by telephone in order to solicit sales for goods or services
- Explain products or services and prices, and answer questions from customers.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Informing guests of the properties latest activities around the area and upselling the hotel facilities.
- Sending emails out emails to customers with new offers.
- Answer telephone calls from potential customers who have been solicited through advertisements

## **EDUCATION**

**Vaal University of Technology**  
Vanderbijlpark , South Africa  
2010-2013

**Bachelor of Technology in Business Administration**

**Vaal University of Technology**  
Vanderbijlpark, South Africa  
2010-2012

**National Diploma in Marketing**

## **REFERENCES**

Available on request