

Sisonke Mandlakazi

PERSONAL INFO

NAME	Sisonke Mandlakazi
ID NUMBER	9906050550085
LANGUAGES	English IsiXhosa
CELLPHONE	0837582456
EMAIL	sisonkemandlakazi66@gmail.com
ADDRESS	11 Mzondi Street DUNOON 7441

EXPERIENCE

24.10.2023 – 30.04.2024

ONOMO HOTEL

HOTE RECEPTIONIST

- Thrived in fast-paced environment with energy and enthusiasm.
- Communicating with cleaning staff to make sure rooms were ready for new arrivals.
- Managed and dealt with guests complaint by promptly resolving issues and offering helpful solutions.
- Greeted hotel guests with warmth and professionalism, providing excellent first impressions.
- Minimized guest wait times during check-in and check-out by collaborating with colleagues.
- Coordinated transportation for guest, booking shuttles and private car services.
- Manage high volume of face-to-face, online and telephone bookings, upholding customer service standards in every interaction.
- Answered telephone calls with positivity and professionalism to uphold hotel reputation

EDUCATION

NORTHLINK COLLEGE (2021-2022)

Tourist Destination
Tourism Services
Travel Office Procedures
Hotel Reception
Computer Literacy

ZWELIVUMILE S.S.S

Economics
Geography
Tourism
Life Orientation
IsiXhosa
Mathematical Literacy
English First Additional Language

SILULO ULUTHO TECHNOLOGIES (JAN 2018-JUN 2018)

Microsoft Excel
Microsoft PowerPoint
Microsoft Access

SKILLS

Exemplary Customer Service
Polite telephone manner
Multitasking
Administrative Skills
Hospitality Services

REFERENCES

LWANDO MTETI

Cell
email

Hotel Receptionist
0835389224
Lwando Mteti

KYLE ALAN

Cell
Email

FRONT OFFICE MANAGER

0766501246
fom.capetown@onomohotel.com

NOTHEMBA DYASI

Cell
Email

Front Office Supervisor
0788301067
afom.capetown@onomohotel.com

