

Peaceful Nqobile Mkhize

Front desk receptionist

Personal Information

ID Number:	9012190805081	Contact Number:	0630846744
Nationality:	South African	Alternative Contact Number:	0715897802
Location:	Vosloorus	Date of Birth:	19 Dec 1990
Gender:	Female	Race:	African
Highest Education:	Certificate	Notice Period:	Immediate
Disability:	No		
Email Address:	peacefulmavovo@gmail.com		

Profile Summary

Dear hiring professional,

I am interested in applying for the Front Desk Receptionist position. This role is an exciting opportunity and a challenge that I am eager to take on!

I believe that my experience in the field would be a useful addition to your team. I would love to work with you and help your company reach new heights and also willing to learn more from you.

Experience

Hotel Front desk receptionist

The Pech hotel

01 November 2023 to 03 January 2024

Duties & Responsibilities:

*Incoming and outgoing calls *Checking in and out of guests *Organising and booking airport and local transfers *Emails *Petty cash *Night auditor *Restaurants assistant *Customer service

Reasons for leaving: End of contract

Hotel receptionist and Housekeeping

Hoefeld Guest house

18 January 2018 to 31 October 2022

Duties & Responsibilities:

*Check in and out of guests *Phone calls *Invoices and e-mails *Breakfast chef and waiter *Housekeeping *Bar lady *Night auditor *Concierge services *Porter *Laundry *Stock taking

Reason for leaving: End of contract

House keeper | Brena Guest House

01 February 2017 to 30 April 2017

Duties & Responsibilities:

. Housekeeping, cleaning of Guests rooms .Doing hotel laundry and sorting it . Helping the receptionist when needed . Cooking and serving breakfast and Dinner

Hotel receptionist | Lake View Hotel

04 September 2016 to 31 January 2017

Duties & Responsibilities:

Hotel receptionist, Night Audit at Lake View Hotel .Hotel receptionist .Taking payments . Serving Dinner .Serving Breakfast . incoming and outgoing calls .Bar lady . Attending and solving guests complains

Reason for leaving: Company sold to new owners

Housekeeping trainee | Peermont hotel school

June 2016 to September 2016

Duties & Responsibilities:

Peermont hotel school ----- . Learnership based in service training .Housekeeping, Safety procedures, Cleaning chemicals technique and Laundry

Office Administrator | Baphephile Security

November 2013 to December 2014

Duties & Responsibilities:

Baphephile Security ----- cleaning services . Making Payrolls .OB signing . Sites inspections . Attending Meetings . Marketing Tenders . Monthly Reports . Incoming and Outgoing calls .HR management assistant

Education

Matriculation**High School Matric**

Education Matric certificate .Travel and Tourism . Agricultural Sciences .Life Sciences .Life Orientation . Mathematical Literacy .English additional language .IsiZulu home language

uMbango secondary school

December 2009

certificate**Certificate**

Emaculate training academy Inbound Call centre Training . Telephone techniques .

Communication skills . Interview techniques . Customer service Orientation . Interpersonal skills . Anger management . Ability to work under pressure . Conflict Resolution skills

Computer Training .Intro to MS windows . Microsoft word . Microsoft Excel . Typing Skills .

Internet Explorer Outbound Call Centre .Tele sales training skills . Tele Marketing . Debt

collection . Time Management . Negotiation & Assertiveness . Questioning and listening skills

March 2010

Hospitality and tourism management certificate**Certificate**

IQ academy

2014

Introduction to Travel and Tourism

IQ academy: current

Languages

English

Spoken Ability: Fluent

Written Ability: Advanced

Northern Sotho

Spoken Ability: Good

Written Ability: Good

Tsonga

Spoken Ability: Good

Written Ability: Good

Zulu

Spoken Ability: Fluent

Written Ability: Advanced

Isixhosa

Spoken Ability: Good

Written Ability: Good

Skills

Greeting Guests

Checking In/Out

the whole hotel cleanliness

Star Standard Hotel > 1 Star Hotel

Hotels

Invoicing

Payroll

Monthly Closing > Month End Reporting

Foreign Exchange

Changing Beds

Communication Skills

Cultural Awareness

Customer Liaison

Debt Finance > Debt Recovery

Hotel Management

Housekeeping skills

Interpersonal Skills

Problem Solving

Room Service

Tele sales training skills

Time Management

Working under Pressure

listening skills

Microsoft Excel

Microsoft Windows

Microsoft Windows 2000 Professional

Microsoft Word

Good Telephone Manner

E-Mails

Night Auditor

Next job

Desired Job Title: Front Desk Receptionist

Willing to relocate: Yes
