

**CURRICULUM
VITAE**

FOR

**LISAH TARISAI
NYIKA**



CONTACT



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Victoria Falls



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LTN

LISAH TARISAI NYIKA

PERSONAL DETAILS

DATE OF BIRTH: 5 April 1993

GENDER: Female

NATIONALITY: Zimbabwean

RELIGION: Christianity

MARITAL STATUS: Single

LANGUAGES: English and Shona

ID NUMBER : 22 - 270184 W 22

PERSONAL PROFILE

I am a proactive, hardworking and cheerful individual who works well with minimum supervision. I have a passion for achieving set goals and exceeding expectations.

EDUCATION

ZIMSEC ORDINARY LEVEL

I excelled in 6 subjects including English and Maths.

Diploma in Travel, Tourism and Hospitality Management (QCF) (ABE)

Higher National Diploma in Travel, Tourism and Hospitality Management (QCF) (ABE)

Certificate in Tour Guiding and Guest Relationship Management from the University of Zimbabwe.

WORK EXPERIENCE

● GREAT ZIMBABWE HOTEL (Masvingo)

POSITION - Reservations Officer

Period - January - December 2015

- Making hotel reservations.
 - Managing the front office - (making and receiving calls).
 - Welcoming guests and showing them rooms.
 - Updating and maintaining the database.
 - Marketing new / improved hotel materials to patrons.
 - Training new recruits.
 - Participating in fundraising activities and clean up campaigns.
 - Managing customer relations.
 - Managing service quality.
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● CHITOVA'S GUESTHOUSE (Victoria Falls)

POSITION - Manager

Period - January 2018 to date

- Hiring and training staff as well as monitoring staff performance to ensure that guesthouse standards are met accordingly.
- Inspect guest rooms, kitchen, sitting area, and grounds for cleanliness to ensure that the guesthouse standards for guest services, health and safety are met.
- Managing the room rates and budgets of the guest house.
- Answer questions from guests about guesthouse services and to keep track of how much money the guesthouse facility is making, as well as to manage the supplies needed for guest needs
- Communicating with guests from the moment they make a booking, welcoming them day of arrival, dealing with any complaints and making sure to resolve them.

ATTRIBUTES

- Hardworking, focused and eager to learn.
- Strong believer in teamwork and discipline.
- Innovative and committed to work.
- I am result oriented and a goal achiever.

HOBBIES

- Travelling
- Reading

SKILLS

- Emailing.
- I am proficient in all Microsoft Office packages.
- Clean Class 4 Driver's Licence.

REFERENCES

- Mrs Nyamandi (Director)
Chitova's Guesthouse
Victoria Falls
+19723454731