

Theresa Pyndji

Professional summary

Adaptable and energetic candidate with experience in a variety of industries and a history of success in providing exceptional customer service and creating a friendly and receptive office environment. Experience in managing all facets of front office administration, data analysis, stock management & receptionist duties, and other responsibilities. Hands-on skills in using applications such as MS Office, Opera, and Pilot software to facilitate daily office operations.

Work history

Tanzania Escapade - Reservation Officer

Moshi , Tanzania

02/2022 - 03/2023

- Assisting and advising customers who may be choosing from a variety of travel options
- Making reservations for customers based on their various requirements and budgetary allowances
- Checking the availability of accommodation or transportation on the customers' desired travel dates
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest
- Processing payments and sending confirmation details to customers
- Sorting out any issues that may arise with bookings or reservations
- Selling and promoting reservation services
- Answering any questions customers might have about the reservation process
- Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations
- Providing support to customers who may need to amend or cancel a reservation.
- Created and communicated clear, detailed itineraries ahead of travel.
- Trained and mentored junior consultants in customer service best practices.
- Researched accommodation options to provide choices for varying tastes and budgets.
- Remained knowledgeable on popular attractions and experiences to provide additional travel advice.

✉ pyndjit@gmail.com

☎ +255762934426

📍 Dar es Salaam, Tanzania

in <https://www.linkedin.com/in/theresa-bongesa-94b153>

Skills

- Communication skills
- Customer service
- Problem-solving skills
- Administration operations
- Hotel management
- Data analyzation
- Stock management
- Computer skills (Ms office, Opera, Pilot software)
- Upselling Proficiency
- Time Management
- Team Collaboration
- Detail Oriented
- Schedule Maintenance
- Tour Package Creation
- Creative Thinking

Education

01/2023 – 02/2023

Alison Empower Yourself

Business Administration

Diploma

01/2022 – 02/2023

Alison Empower Yourself

Implementing Customer Care in Management

Diploma

01/2016 – 11/2018

Boma International Hospitality College

Broader Ventures - Data Analyst

Online

01/2021 - 01/2022

- Collecting and interpreting data, analyzing results
- Reporting the results back to the relevant members of the business
- Identifying patterns and trends in data sets
- Working alongside teams within the business or the management team to establish business needs, Defining new data collection and analysis processes.

Taste Poa Restaurant - Procurement Officer

Mto Wa Mbu , Tanzania

06/2019 - 12/2021

- Issuing and receiving stock within the store's area of operation
- Monitor and take inventory on a regular basis to compile orders based on par levels or needs
- Maintain clear and organized records to ensure all reports and invoices are filed and stored properly
- Monitor PAR levels for all food items to ensure proper levels
- Responsible for the storage of both food & beverage and operational stock
- Responsible for the day-to-day check on the storage facilities for upkeep and hygiene
- Responsible to verify all goods arrived as per the agreed purchase, delivery note, and agreed quantity has been received
- Refuse acceptance of damaged, unacceptable, or incorrect items
- Ensure cleanliness of all areas, keeping storage areas clean & tidy, and in strict compliance with hygiene regulations

Ona Safari - Reservation Officer Trainee

Arusha , Tanzania

09/2018 - 02/2019

- Welcoming guests as they arrive
- Handling bookings, choosing rooms for guests and handing out keys, passing messages on to the guest, and completing certain produces when checking in and out
- Providing guests with information about local attractions and places of interest
- Created and communicated clear, detailed itineraries ahead of travel.
- Resolved complaints, cancellations and refunds with mutually beneficial solutions.

Ngurdoto Mountain lodge and golf club - Front office Traninee

Arusha, Tanzania

11/2017 - 01/2018

- Welcome guests during check-in and giving a found farewell to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.

Nairobi , Kenya

Higher Advanced Swiss Diploma: Hotel management – Merit

09/2013 – 01/2015

Arusha Modern School Ltd

Arusha

High School Diploma

01/1999 – 07/2013

St.constatine International School Ltd

Arusha

High School Diploma: General Studies

Certifications

- Siloam Christian Education Ministries International ltd -August 2029

- Coordinating and multi-tasking job duties in a busy environment.
- Detailed information regarding arrivals and room requirements.
- Have up to date information on daily room occupancy
- Providing excellent customer service as per hotel standards.
- Greeting guests as they enter and exit the hotel.
- Providing information regarding the Hotel, town attractions, activities etc.
- Check on VIP reservations, complete their pre-registration formalities.
- Allocate rooms to all arriving guests.
- Maintain up-to date information on room rates, current promotions, offers and packages.
- Collect Guest feedback during guest departure along with his likes and dislikes.
- Perform basic cashier activities as and when required.

The Boma Hotel - Guest Relations Officer

Nairobi , Kenya

04/2017 - 08/2017

- Review guest arrival lists to offer a warm greeting.
- Attend to distinguished visitors (such as VIPs) and respond to their questions.
- Assist with the preparation of welcome folders with material (e.g. room service menus, area descriptions)
- Promote services and provide information about amenities, the neighborhood, and venues.
- Anticipate guest needs and establish a rapport with them by assisting them with specific tasks (e.g. confirming travel arrangements, taking messages)
- Address customer complaints and, if necessary, escalate to the Guest Relations Manager. Log information in the logbook on a daily basis.
- Assure that health and quality standards are met.

Kigali Serena Hotel - Front Office

Kigali , Rwanda

09/2016 - 11/2016

- Answer phones and operate a switchboard
- Route calls to specific people
- Answer inquiries about the company
- Greet visitors warmly and make sure they are comfortable
- Call persons waiting for visitors and book them a room to meet in
- Schedule meetings and conference rooms

The Foundation For Tomorrow - Assistant Program Officer

Arusha, Tanzania

04/2015 - 12/2015

- Organized master calendar of appointments, operational targets and projects.
- Drafted documents and reports for management review.
- Photocopied and printed presentations and reports for meetings.
- Scheduled meetings, conferences and appointments.

- Arranged supplies, documents and spaces for meetings.
- Sourced and ordered office supplies within allocated budget.
- Kept files organized and up-to-date for accurate record-keeping purposes.
- Coordinated events by managing budget, logistics and event support.

Languages

English: First Language



References

Mr.Mark Vanger
Operations Manager
Tanzania Escapade
Phone:+(255) 687-802-543

Mr.Menasil
Managing Partner
Broader Venturers
Phone:+1(607) 379-3257