



MARYHONTENSIA ANTHON

Tourism and cultural heritage expert

Email: hortenciamushi@gmail.com

Phone: 255 786690424

Birth date: 1st Nov 1997

Nationality: Tanzanian

P. o. Box 32388 Dar Es salaam

Objective

I am a highly motivated, hardworking, and socially active person with a friendly nature. I am an ambitious, enthusiastic, and passionate person who has developed a mature and responsible approach to any task that I undertake or situation that I am presented with. I am flexible, honest with integrity, excellent at working with others to achieve a given object on time and with ability to work in a team under minimum supervision, and I believe in good interpersonal relationships.

Experience

Ayapoa Group Limited June 2022 - (current)

- Planned and organized group tours to various domestic and international destinations.
- Negotiated and contracted with suppliers, including hotels, airlines, and local tour operators.
- Provided exceptional customer service, including answering questions, resolving issues, and providing emergency assistance.
- Managed the logistics of travel, including coordinating transportation, managing group dynamics, and ensuring that clients had the necessary documentation.
- Ensured compliance with travel regulations and laws.
- Managed budgets, tracked expenses, and ensured profitability.

Cate Hotel (Dar es Salaam) May 2021-march 2022

- I acted as a detail-oriented communicator and supported a variety of phone and email inquiries, including account status.
- Review of travel plan and hotel reservation and other documentation.
- I acted as Communicator and supported various phone and email inquiries, including account status to review travel plans, hotel reservations, and other documents.
- Work as the link between the management and the incoming customers and gave all the support as required by following office procedures and policy. Sales and Up-selling: Identifying opportunities to maximize revenue by suggesting additional services, upgrades, or packages to customers during the reservation process. This requires a good understanding of the organization's offerings and the ability to promote them persuasively.
- Collaborating with other departments within the organization, such as front office, housekeeping, and food and beverage, to ensure seamless service delivery and guest satisfaction. This involves sharing relevant information and ensuring proper communication to fulfill guest needs and preferences.

- Maintaining accurate records of reservations, including guest details, payment information, and special requests. Reservation Officers may also be responsible for generating reports related to reservation trends, occupancy rates, and revenue statistics.
- Resolving any issues or conflicts that may arise with reservations, such as overbookings or changes in guest preferences. This requires a proactive and solution-oriented approach to ensure customer satisfaction and minimize disruptions.

EDUCATION

- **UNIVERSITY OF DODOMA - 2020**
BACHELOR OF ARTS IN TOURISM AND CULTURAL HERITAGE
- **MUYENZI HIGH SCHOOL 2015-2017**
ADVANCED LEVEL OF SECONDARY SCHOOL
- **KIRANYI SECONDARY SCHOOL -2011-2014**
ORDINARY LEVEL OF EDUCATION

SKILLS

- I can communicate both written and spoken English and Swahili
- Environmental impact assessment
- Multi-criteria a decision approach
- Tour planning and organization
- Customer service
- Budget management
- Marketing and promotion
- Knowledge of travel regulations and laws
- Familiarity with travel-related software and technologies

EXTRACURRICULAR ACTIVITIES

- Watching tutorial
- Socializing and getting new experience
- Travel activities
- Physical exercise

REFEREES

DR BONIFACE SHIMBA
LECTURER UNIVERSITY OF DODOMA
shimbabony@gmail.com
+255-783-202-700

JOHNBOSCO MUGEMANA
DIRECTOR OF AYAPOA GROUP COMPANY
mungemanajb@gmail.com
+255-754-091-660

PHILEMON YOHANA KATONDO
AGRICULTURE OFFICER AT TARI
philekatondo@gmail.com
+255 687061187

I, Maryhontensia M Anthon, declare that the information contained in the CV is correct to the best of my knowledge.

