

JOANITHA AUGUSTINE CARRICULUM VITAE

PROFILE INFORMATION.

I'm an experienced and hospitality expert with a keen eye for trends and passion for the industry and I always put customer satisfaction first. Currently having bachelor of science in tourism and hospitality management from St Augustine University of Tanzania.

PERSONAL DETAILS.

FULL NAME: Ms Joanitha Augustine Thomas

GENDER: Female

MARITAL STATUS: Single

NATIONALITY: Tanzanian

CONTACT ADDRESS: P.O.BOX 180 Tanga,Tanzania

PHONE NUMBER: 0744023392

EMAIL ADDRESS : joanithaathomas@gmail.com

LANGUAGE ; Fluent in English and Swahili moderate in French.

ACADEMIC PROFILE

2019- 2022 SAINT AUGUSTINE UNIVERSITY OF TANZANIA, MWANZA.

- Bachelor of science in tourism and hospitality management.

2017 - 2019 MWIKA HIGH SCHOOL.

- Advanced level certificate of secondary education.

2013 - 2016 PEACE SECONDARY SCHOOL.

- Ordinary level certificate of secondary education.

2005 - 2012 RWAMISHENYE PRIMARY SCHOOL.

- Primary school education

WORK AND FIELD EXPERIENCE

February 2025 Up to date Assistant Administrator at Tanga Heritage Center.

Responsibilities

- Answering phone Calls and Email
- Typing letters and other office documents
- Receiving guests and guiding

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From september 2024 up to Jan 2025 Housekeeping supervisor at Uniques Hotels Lodges and Camps.

Responsibilities

- Ensuring cleanliness and maintenance.
- Inspecting rooms and common areas.
- Assigning housekeeping task.

From July 2023 to August 2024 Receptionist and tour guide at Tanga Heritage Centre

Receptionist and tour guide

Responsible for overseeing all guest feel welcomed and are well satisfied with the service at the museum.

Main accountabilities and Duties.

- Receiving guest and greeting them as they arrive.
- Briefing the client on the available attraction.
- Charging the guest.
- Solving customer's complaints.
- Answering phone calls.

2021 July to September 2021 Internship at Wag Hill Lodge and spa.

RESPONSIBILITIES

- Working in team to support the organization goal and building experience.
- Dealing with customers and solving their complaints.
- Receiving guests and Answering phone calls

SKILLS.

- Analytical thinking and planning
- Computer (Ms Office, word and moderate in excel)
- Strong Communication
- Tolerant and flexible
- Training and Coaching.
- Team Leadership

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HOBBIES.

1. Writing , Learning ,Watching movies, socializing with friends , drawing and painting.

CAREER OBJECTIVE

My goals are to work hard in the hospitality industry in order to enhance company's success.

RESEARCH STUDIES

I conducted a research project on the impact of labor shortage and skills in the hotel industry.A case study in Mwanza city under Mr.John Lyimo as a supervisor.

REFEREES.

1.Mr Joel Niganile - Director of Tanga Heritage Center

Mobile +255755978354 Email: niganile@hotmail.com

2.Boniphace Charles Mussa - Employee at Wag Hill Lodge and Spa.

Mobile +255768425179 Email : boniphacecharlesmussa1@gmail.com

3.Danny Thomson Mengo - Tanga Tourism officer

Mobile +255769100338

DECLARATION.

I declare that the information provided is complete and correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or my discharge if i'm appointed.

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