

Ropafadzo Mupamhanga

Receptionist

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📍 Dubai, United Arab Emirates



PROFILE

Highly organized and detail-oriented receptionist with three years of experience in managing front desk operations. Proven track record of providing exceptional customer service and creating a welcoming atmosphere. Skilled in handling multiple tasks simultaneously while maintaining professionalism and efficiency. Excellent communication skills with the ability to interact effectively with individuals at all levels. Proficient in using various office software and equipment

PROFESSIONAL EXPERIENCE

Meikles Hotel, Front Desk Duty Manager

2022 – 2023
Harare, Zimbabwe

Greeting and checking in guests, and verifying their reservations and personal information.

- * Handling room assignments, key cards, and other front desk operations.
- * Managing the front desk team, including scheduling, training, and performance evaluations.
- * Answering guest inquiries and resolving any issues or concerns they may have.
- * Maintaining the cleanliness and organization of the front desk area, including the reception desk, lobby, and other public areas.
- * Handling incoming and outgoing mail, packages, and other deliveries.
- * Assisting with special requests and events, such as weddings, conferences, and other functions.
- * Maintaining knowledge of hotel policies and procedures, and ensuring that all front desk staff are aware of and follow these policies.
- * Monitoring and reporting on front desk performance, including occupancy rates, revenue, and guest satisfaction.

Rainbow Towers Hotel, Reservation Agent\Receptionist

2019 – 2022
Harare, Zimbabwe

- Checking-in and checking-out guests: Greeting guests, verifying their reservations, and providing them with their room keys.
- Handling room assignments and changes: Assigning rooms to guests based on their preferences and availability, and making any necessary changes to room assignments.
- Managing guest requests and complaints: Addressing any special requests or concerns that guests may have, such as extra towels or linens, and resolving any complaints that may arise.
- Processing payments and handling billing: Handling payment transactions, including processing credit card payments and handling any billing discrepancies.
- Maintaining front desk operations: Ensuring that the front desk area is kept clean and organized, and that all necessary supplies are stocked and maintained.
- Providing information and assistance to guests: Answering guests' questions about the hotel and its services, and providing information about local attractions and events.
- Coordinating with other departments: Collaborating with other hotel departments, such as housekeeping and maintenance, to ensure that guests' needs are met.

EDUCATION

University of Zimbabwe, Bachelor of Social Work Honors Degree

Harare, Zimbabwe

High Achievers International School, High School Diploma

Harare, Zimbabwe

SKILLS

Communication Skills | Organizational Skills | Attention to Detail

Proficiency in computer software, such as Microsoft Office | Ability to multitask effectively

Time Management | Professionalism | Empathy and Sympathy | Ability to Multitask