

Anita

ZAMBIA

Professional Statement

Dedicated and friendly customer service professional with experience in the hospitality industry. Skilled in creating a welcoming atmosphere, taking and delivering orders accurately, and ensuring guests have an exceptional dining experience. Known for excellent communication skills, attention to detail, and the ability to multitask in fast-paced environments. Committed to providing top-notch service, building customer loyalty, and contributing to a positive team environment. Passionate about exceeding expectations and ensuring every guest leaves satisfied.

My career goal is to continue growing in customer service roles where I can contribute to organizational efficiency, client satisfaction, and business growth.

Experience

Waitress | Sangalala by Marlin | Lusaka, Zambia |

Feb - Jul 2024

- Delivered high-quality customer service in a fast-paced restaurant environment
- Took accurate food and beverage orders and coordinated with kitchen staff
- Ensured cleanliness, presentation, and customer satisfaction

Front Office Agent| PalmWood Lodge | Lusaka, Zambia |

Oct 2022- Nov 2023

- Welcomed guests warmly and professionally, ensuring a positive first impression
- Managed guest check-ins and check-outs efficiently and accurately
- Handled reservations, cancellations, and room allocations
- Provided guests with information on lodge services, policies, and local attractions
- Answered and directed phone calls, emails, and walk-in inquiries
- Maintained accurate guest records, registration cards, and daily reports
- Handled cash transactions, billing, and payments in line with lodge procedures
- Responded to guest requests, complaints, and concerns promptly and professionally
- Coordinated with housekeeping and maintenance to ensure room readiness
- Ensured the front desk area is tidy, organized, and professional at all times
- Upheld confidentiality, safety, and company policies
- Supported management with administrative and front office duties

Waitress | Sea Salt Restaurant | Lusaka, Zambia|

Nov 2021- Jun 2022

- Served customers professionally while maintaining food safety standards
- Supported team members to ensure smooth service operations
- Handled customer requests and feedback effectively

Receptionist | Mpanga ya Mambwe Lodge | Lusaka, Zambia | **May 2020- Aug 2021**

- Greeted guests with professionalism, warmth, and discretion
- Managed check-ins, check-outs, and reservations
- Answered and directed calls and guest inquiries efficiently
- Maintained accurate guest records and handled payments
- Resolved guest concerns to ensure satisfaction
- Upheld lodging policies, confidentiality, and brand standards

Waitress | Horse Shoe Restaurant | Lusaka | **July 2018- Dec 2018**

- Delivered consistent and courteous customer service
- Assisted with restaurant set-up and closing duties
- Maintained a welcoming and professional dining atmosphere

Other experiences

Data Entry / Sales Executive | Mamastops Limited | Lusaka | Sep 2024 – May 2025
Front Desk Clerk | Smile Dental Clinic | Lusaka, Zambia | Feb 2019 – Jan 2020

Education

Fairview College | Lusaka, Zambia 2016 – 2018
Degree in hospitality management (Further Studies)

National Institute of Public Administration | Lusaka Jul 2015 – Dec 2015
Certificate in Human Resource Management

Katete Girls Secondary School | Eastern Province May 2010 – Nov 2014
GCSE O' Level / Grade 12 Certificate

Key Skills & Abilities

Languages Spoken

- English

Leadership

- Assisted in training and guiding colleagues to meet service and all standards
- Excellent customer service and communication skills
- Strong guest relations and interpersonal abilities
- Ability to multitask in fast-paced environments
- Attention to detail and service excellence
- Cash handling and basic administrative skills
- Teamwork, reliability, and punctuality
- Professional grooming and etiquette

- Supported team coordination in sales and front-office environments
- Problem-solving and adaptability

Hobbies / Interests

- Reading
- Playing volleyball
- Swimming
- Listening to music
- Writing