

Theresa

ZAMBIA

Professional Statement

A highly motivated and results-driven Guest Relations professional with over 3 years of experience in the hospitality industry. Proven ability to enhance guest satisfaction and build loyalty through exceptional communication, problem-solving, and a proactive approach to service. Expertise in VIP guest management, conflict resolution, and leveraging guest feedback to implement service improvements.

Experience

GUEST RELATIONS EXECUTIVE | SUNRISE HOTEL | ZAMBIA **20/06/2023- TILL DATE**

- **Information and recommendations:** Provide accurate information about hotel services, facilities, and local attractions, and make recommendations or reservations as needed.
- **Feedback collection:** Gather and analyze guest feedback through various channels to help improve services and guest satisfaction ratings.
- **Record keeping:** Maintain accurate records of guest interactions, preferences, and special requests to facilitate personalized service for future visits.

GUEST RELATIONS EXECUTIVE | ARK HOTEL | ZAMBIA **11/05/2022-15/10/2023**

- **Guest greeting and service:** Warmly welcome guests upon arrival, ensure they feel valued, and assist with check-in and check-out processes.
- **Inquiry and complaint resolution:** Address guest questions and handle complaints promptly and courteously, aiming to resolve issues to the guest's satisfaction.
- **Coordination with departments:** Work with other hotel departments, such as housekeeping and food Education

ZAMBIAN INSTITUTE FOR TOURISM & HOSPITALITY STUDIES | ZAMBIA **2020**

- Hotel management certificate

FAITH CHRISTIAN TRUST ACADEMY | ZAMBIA **2013-2016**

- High School

Key Skills & Abilities

LANGUAGES SPOKEN

- English

SKILLS

- Leadership
- Customer service excellence
- Hospitality
- Attention to detail
- Time management
- Customer satisfaction
- Positive attitude
- Problem solving

HOBBIES/INTERESTS

- Cooking,
- Reading,
- Learning new things,
- Swimming,
- Research