

# Maranatha Tanatswa Jongwe

**Mobile:** +971 58 2456522  
**Email:** maranathajongwe@gmail.com



## PROFILE

**Accomplished facilitator;** able to coordinate multiple/complex assignments simultaneously. Enjoy challenges; comfortable in dynamic and fast-paced environments. Skilled at problem mediation and resolution while successfully upholding company objectives. Highly adaptable to rapidly changing requirements, and environments. Ability to work under tight deadlines.

**Positive and enthusiastic;** highly motivated with excellent leadership techniques, and professional attention to detail supplemented by the ability to influence and motivate others. Easily establish rapport with diverse individuals; with innate ability to gain client confidence and trust.

**Task-oriented and precise,** with high performance standards. Always willing to "go the extra mile" to ensure superior customer relations.

Excellent computer skills, including Microsoft 365, Microsoft Teams, Oracle MICROS POS Systems.

### *Areas of Expertise:*

- *Customer Service & Sales*
- *Front Office Operations*
- *Hospitality & Tourism*
- *Team Building & Leadership*
- *Time & Task Management*
- *Collaboration & Event*
- *Coordination*
- *Law & Regulation*
- *Inventory Management*
- *Account/Client Relations*
- *Documentation & Control*
- *Problem Solving*

## WORK EXPERIENCE

### **Radisson Red Hotel, Silicon Oasis-Dubai**

November 2022—August 2023

#### **Receptionist**

A four star hotel one which provides luxury environment for the guest . Managing reservations and providing information about rooms, rates and amenities.

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about the hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with the housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate

- Maintain updated records of bookings and payments

## **Maidens Hotel, New Delhi – India**

Dec 2018 – Feb 2022

### **Cashier & Hostess**

***Five-star hotel. Historic choice with luxe rooms and elegant restaurants, serviced with world-class amenities.***

Greeted and seated guests; monitored the flow with seating availability and servers. Answered telephone calls. Maintained a tidy waiting area and hostess stand by sanitizing surfaces and restocking menus, napkins, and tableware. Processed all payment methods in accordance with hotel procedures and policies. Totaled cash drawer and reconciled it with 99% accuracy. Trained new staff members in equipment operations and various processes; developed team members committed to optimal productivity.

- Coordinated waitstaff assignments and work schedules, increasing efficiency by 26% and productivity by 55%.
- Improved customer satisfaction and retention by responding promptly to guest and booking issues, staying alert to potential problem areas, and developing creative solutions; thus, enhancing customer loyalty, company reputation, and overall increase in annual sales.
- Designed and administered revised seating strategies, reducing customer wait time during rush hour by 11 minutes.
- Contributed generously to team's success in meeting aggressive sales objectives. Demonstrated versatility and talent in several areas, which led to multiple awards due to excellence.
- Upsold Heritage membership and special offers to 50+ daily customers, increasing revenue by 13% and customer engagement by 7%.

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## **Grand Venizia, New Delhi - India**

Sep 2017 – Oct 2018

### **Hostess**

***A pristine hotel offering a scintillating stay for both business and leisure travelers.***

Excelled in a fast-paced environment and quickly adapted to the flexibility and demand of the restaurant industry by picking up extra shifts and tables. Guided customers through the menu and specials, maintained thorough knowledge of all menu items, beverages, and drink specials.

- Cultivated customer relationships and boosted customer satisfaction rating by 18% through proactive attendance to customers during dining.
- Decreased order returns due to mistakes by 14% by practicing attentive listening and communicating with fellow employees.
- Increased check sizes by 11% by upselling drinks, desserts, and optimal margin items when customers placed orders.
- Assisted cooks and team members to increase food production and table turnover during peak hours.
- Bussed and sanitized tables within 6 minutes of customer departure to maintain a clean and welcoming environment.

## **Meikles Hotel, Harare - Zimbabwe**

Nov 2015 – Apr 2017

### **Receptionist**

***Zimbabwe's premier luxury five-star hotel with gracious charm and silver-service.***

Provided a friendly welcome and high-quality service to guests, constantly portraying a highly professional image of the hotel and paying particular attention to guest satisfaction and efficiency. Served as public relations representative for the hotel, registering guests, logging requests, and coordinating resolutions. Gained valuable management and public relations skills.

- Coordinated the placement of flowers, gift baskets, and champagne for arriving guests, increasing guest satisfaction by 28%.
- Recommended venues as tourist attractions and arranged guest transportation, increasing hotel revenue by 4% per month.
- Beat targets for guest loyalty signups by 9% by promoting savings benefits of Meikles Rewards program.
- Resolved guest complaints in less than 36 hours, earning a conflict resolution award in 2016.

## EDUCATION

**Mewar University, India**

Aug 2022

Bachelor of Arts

CGPA 7.67

**Harare High School, Zimbabwe**

Nov 2015

High School Diploma

ZIMSEC Advanced Level 3