



PRUDENCE THABISO HUNGWE

CUSTOMER SERVICE PROFESSIONAL



Email

prudencehungwe8@gmail.com



Phone

+971 582 581 139



Location

Dubai - United Arab Emirates

Talented Guest Service Representative, with more than five years of experience in providing friendly customer service to any and all customers. By nature a self-motivated, creative thinker with the ability to multitask and provide more than outstanding work. Thrives in challenging environments through a distinctive blend of problem-solving abilities, interpersonal skills, creativity, and humor. Adept at balancing multiple tasks with a friendly, courteous demeanor. Highly organized and detail-oriented who continually maintains a positive attitude while interacting with demanding customers.

SKILLS

- Customer Service
- Time management
- Complaint Handling & Resolution
- Conflict Resolution
- Office Management
- Attention To Detail
- Interpersonal abilities
- Relationship Building
- Professional Communication

Guest Service Representative Palace hotel: Oct 2019 to Feb 2022

- Welcomed and acknowledged all guests according to company standards, anticipated and addressed guests' service needs, assisted individuals with disabilities and thanked guests with genuine appreciation
- Organized, confirmed, processed, and conducted all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.
- Printed contingency lists to have a record of all guests in case of emergency.
- Identified and explained room features to guests, supplied guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest.
- Assisted in breakfast and happy hour food-service, cleaned and prepared dining tables during food services hours.

Housekeeper N1 Hotel (Zimbabwe) : June 2016 to Aug 2019

- Greeted arriving and departing guests in a friendly and positive manner, and provided information and/or directions as requested.
- Conducted and recorded accurate vehicle and/or guest counts as directed.
- Providing assistance with guests of special needs
- Ensured that rooms and public areas are cleaned to the highest standards
- Implemented innovative step-savers that reduced average cleaning time per room from 30 to 25 minutes while maintaining hotel's "White-Glove" quality standards.
- Created checklist for daily stocking of housekeeping carts that improved inventory management and prevented unnecessary trips to stockroom during cleaning rounds.
- Accommodated client preferences regarding housekeeping methods.