



# Zilungile Mapuko

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

With functional diversity gained from operating successfully as a Receptionist Intern at SANPARKS (Mountain Zebra National Park) and several administration-based roles, it is with great pleasure that I write to express interest in applying for this position.

I have demonstrated effective work such as welcoming guests, accepting payments, capturing financial transaction, delivering exceptional customer service, answering incoming calls, allocating rooms and general office clerical tasks. I also have significant experience in adhering to compliance regulations, assisting the guests with visitor information and guidance. Known for my friendly and excellent communication, exceptional computer skills

I strongly believe that I would be of great assistance to your organisation as I am a capable young and energetic person with unlimited knowledge, always willing to learn, relevant and favourable qualities to perform the job competently and effectively. I am an ambitious, goal driven person who is intelligent and diligent, an ambitious and hardworking lady who loves challenges and willing to learn new things every day.

I am able and willing to work under pressure, to deliver and achieve set goals. I have patience, a good team player as well as ability to build and maintain good working relationships. I am very flexible to whatever changes that may occur in the workplace, commitment to my work and resourceful approach to problem solving. I am passionate about my job as well as serving the clients.

My interest in applying for this position is based on the fine reputation and the fact that employment within this organization offers many opportunities, growth and challenges for hard working people with ambition. I believe that my strong educational skills and the experience I have acquired during my experience years will make me a competent candidate.

Preferred occupation

Receptionists  
Hotel jobs

Switchboard operator  
Administrative jobs

Preferred work location	Coffee Bay Eastern Cape
	East London Eastern Cape
	Cape Town Western Cape

### Contacts and general information about me

Gender	Female
Residential location	Cradock Eastern Cape
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

### Work experience

Working period	<b>nuo 2017.10 iki 2019.11</b>
Company name	SANPARKs
You were working at:	Receptionists
Occupation	Intern
What you did at this job position?	<ul style="list-style-type: none"> <li>• Stock taking, petrol attendance, • Gate guard, adhoc duties and general administration such as to type minutes • Receive and notify employees about documents and deliveries • Receive visitors and notifying the relevant employee of their arrival • Managing all incoming and outgoing calls • Receive and record lost properties from the unit/park • Accepting payments from guests, handle financial transactions and balance cash on daily basis on the program room-seeker • Make bookings for accommodation and activities and receive guests and attend to queries. • Manage the information desk and front office operator • Welcoming visitors, allocate the accommodation • Marketing activities, accommodation to the guests and interact with the guests • Provide necessary information provided by the park and closing shift on room-seeker system • Assisting in housekeeping, cleaning the accommodations, camp sites and making beds, changing linen • Weekly attendance register and cottages inspection • Assist with laundry duties and supervise the housekeepers when the supervisor is on leave • Plan and organise all activities of the camp staff</li> </ul>

### Education

Educational period	<b>nuo 2015.06 iki 2017.11</b>
Degree	Diploma
Educational institution	Port Elizabeth FET College
Educational qualification	Tourism Management Diploma
I could work	Airport, hotels, lodge's,travel agencies

**Languages**

<b>Language</b>	<b>Speaking level</b>	<b>Understanding level</b>	<b>Writing level</b>
English	very good	very good	fluent
isiXhosa	fluent	fluent	fluent
isiZulu	good	good	good

**Computer knowledge**

Microsoft office  
Microsoft excel  
Microsoft internet  
Microsoft outlook

**Additional information**

Your hobbies	Read novels Listen to music Helping people Watching music shows
Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2021-11-00 (3 years)
Salary you wish	9000 R per month
How much do you earn now	8000 R per month