



Faith Rumbidzai Chigumbu

8339 Al Quds Street Al Khuzama District, Al Qatif Saudi Arabia

+966 50 445 6007 | faithchigumbu@gmail.com.

Objective

Energetic and service-driven hospitality professional with experience in luxury hotels, restaurants, and lounges. Skilled in guest relations, front desk operations, and delivering personalized service to international clients. Eager to contribute communication, organizational, and problem-solving skills to create exceptional guest experiences and support smooth daily operations.

Experience

- Tesh Lounge - Saudi Arabia** Jan 2025 - Present
Hostess

Delivered clear instructions and explanations in English to international guests.

Welcoming high End guests and vip clients , handling inquiries and bookings.

Provide excellent customer service and manage reservations efficiently

Coordinating with Kitchen and service teams for smooth guest experience

Resolving guest complaints and ensured satisfaction

Assisting in training new staff on customer service and operational procedures
- The Bay Hotel (5 Star) , Camps Bay South Africa** Jan 2023 - Dec 2023
Receptionist

Assisted international guests with English communication for travel, services, and local recommendations.

Managed guest check in/out using Opera PMS

Assisted with Concierge services , local travel recommendations and guest queries

Dealt with guest complaints and inquiries

Delivered personalized service to international guests , enhancing guest satisfaction

Assisted in coordinating between departments for smooth guest experiences.
- The Beach Bar Hout Bay , South Africa** Dec 2022 - May 2023
Waitress
Provided exceptional service in a busy beach front setting

Memorized daily specials and upsold food and beverage

Assisted in training new waitstaff on service standards and product knowledge.

- **Saint Lounge & Champagne Bar**

October 2024 - Dec 2024

Sales and Marketing Agent

Communicated with diverse international clients in English, adapting language for clarity.

Created engaging promotional content in English for social media.

Promoted VIP packages and events for a high end nightlife venue

Built a strong client network and boosted brand visibility via social media

Education

- **Boston City Campus and Business College**

2023

Travel and Tourism Management Practice

Higher Certification

- **Alison**

2023

English for Tourism - Hotel Reception and front desk

- **Gardner Africa**

2016

Computer Literacy Certificate

Skills

- Opera PMS & Booking system
- Guest relations & Customer Care
- Handling calls , emails and online inquiries
- One-on-one and group communication
- Multitasking and time management
- International travel knowledge
- Public Speaking and presentations
- Problem solving and complaint handling
- Fluent in English (written & spoken)
- Sales and Marketing
- Team collaboration and Leadership
- Lesson planning and explaining concepts clearly
- Public speaking & presentation

Personal Details

- Date of Birth : 17/12/2003
- Marital Status : Single
- Gender : Female