

GRATITUDE PASEKA MASHABA

Knoppisdoorn no 30, phalaborwa1390, Limpopo

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PROFESSIONAL SUMMARY

Energetic and passionate Tourism management graduate with a strong understanding of guest service and the value of tourism in our country. Friendly, well-presented and respectful individual with excellent communication skills and experience interacting with diverse clients

PERSONAL INFORMATION

Full names: gratitude paseka mashaba

Gender: female

Nationality: south African

Status: single

Drivers licence code 10

Identity number:0304260969080

KEY SKILLS

Customer service -welcoming guests, answering questions, creating positive impressions

Communication skill-Fluent in English, Swati, Xitsonga and confident speaking to guests from different cultures

Professional presentation-well spoken, good hygiene, respectful and accountable

Problem solving- calm under pressure, able to handle difficult clients with patience

Computer skill: Microsoft word| Microsoft office

EDUCATION

N6 Tourism management	2026 Mopani tvet college
N5 Tourism management	2025 Mopani tvet college
N4 tourism management	2025 Mopani tvet college
N4computer practice	2025 Mopani tvet college
Level 2-4 in tourism	2022-2024 mopani tvet college
Matric certificate	2020 Madizi secondary school

Work EXPERIENCE

Ba-Phalaborwa information centre- information officer 2024

Duties

Welcoming and giving directions to tourists

Assisted guests with enqueues and customer service

Completed 3years training in Tourism operation, science of Tourism, and sustainable Tourism

3 years client service and human relation with focus on guest satisfaction

REFERENCE

DX	mopani Tvet college lecture 074767881
Mthombeni TG	mopani Tvet lecture 0730178837
Mrs Manyama	Ba-Phalaborwa info centre manager 0786374803