

LIMAKATSO ANAH PHALATSANE

11 Diagonal Street, Cussonia Central, Midrand, 1685 | 079 094 1001 | phalatsane.a@outlook.com
South African Citizen | Fluent in English and Sesotho | Willing to relocate

PROFESSIONAL SUMMARY

Organised and dependable administration professional with hands-on experience in front-of-house customer service, guest booking administration, records management, and data capturing. Holds an N6 Management Assistant qualification from Motheo TVET College, a Systems Support Learnership, and an IT Essentials (Cisco Networking) skills certificate. Experienced in reception duties, switchboard operation, filing, records management, data capturing, stock control, and email correspondence, with a strong administrative foundation suited to reception, secretarial, and general office administration roles. Computer literate, accurate under pressure, and committed to upholding the Batho Pele Principles in a professional office environment.

CORE SKILLS

- Reception and front-desk management
- Switchboard and telephone etiquette
- Diary management and appointment scheduling
- Filing, records management and document control
- Data capturing and database updating
- Typing and document preparation
- Cash and card payment handling and guest billing
- Stock control and ordering of office supplies
- Customer service and client liaison
- Knowledge of and commitment to the Batho Pele Principles
- Strong verbal and written communication skills
- Strong interpersonal and problem-solving skills
- Time management and multitasking
- Attention to detail and accuracy
- Able to work effectively under pressure and extended hours

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Email management and correspondence
- Office equipment: printers, photocopiers, scanners, fax and binding machines
- Basic IT support: technical and systems troubleshooting
- Internet research and online forms

WORK EXPERIENCE

Receptionist and Housekeeper Dec 2022 – Feb 2023 (3 months)

Grazia Guesthouse, Bloemfontein

- Managed guest bookings and reservations, including check-in and check-out
- Accepted and processed guest payments in cash and by card
- Answered and directed telephone and email enquiries regarding bookings and availability
- Maintained clean, well-presented guest rooms and common areas to a high housekeeping standard
- Provided friendly, professional front-of-house service to guests

Administration Intern Jan 2018 – Jul 2019 (18 months)

Pholoho Special School, Bloemfontein

- Filed and organised documents and records for easy retrieval
- Captured and updated records accurately on a regular basis
- Managed incoming and outgoing phone calls and email correspondence
- Performed filing, photocopying, scanning and faxing duties
- Placed orders for office and school supplies
- Greeted and assisted visitors in a professional, friendly manner
- Delivered consistent, reliable customer service to staff, parents and visitors

General Worker Feb 2023 – Sep 2023

Mothusi Primary School, Bloemfontein

- Maintained clean, organised and hygienic office and school workspaces
- Counted stock and placed orders for cleaning and consumable supplies

- Applied close attention to detail in keeping offices tidy and presentable
- Handled cleaning chemicals safely and managed time effectively to support daily office operations

EDUCATION

Management Assistant N6 — Motheo TVET College, 2024

Grade 12 (Matric) — Commtech Comprehensive School, 2012

CERTIFICATIONS

Systems Support Learnership — 2022

Gained practical exposure to IT systems support, troubleshooting and helpdesk processes

IT Essentials – Cisco Networking Skills Certificate — 2024

Covers computer hardware, networking fundamentals and basic IT troubleshooting

REFERENCES

Available upon request