

# SIPHOKAZI SIHLONGONYANE

21522 Mabakane Street, Brakpan, 1541 | Cell: 060 254 9731 / 075 066 5488 | Email: sihlongonyanesiphokazi@gmail.com

## PERSONAL INFORMATION

**Identity Number:** 0407230469089

**Home Language:** isiZulu

**Other Language:** English (Excellent)

## EDUCATION

**Brakpan High School**

Grade 10

## WORK EXPERIENCE

### Housekeeper

*KK Guest House | Duration: 6 months*

- Cleaned and prepared guest rooms daily to a high standard, including making beds, dusting, vacuuming, mopping floors, and sanitising bathrooms.
- Replenished guest room supplies such as towels, linen, toiletries, and refreshments, ensuring rooms were guest-ready between check-outs and check-ins.
- Maintained cleanliness of communal areas, including the reception, lounge, dining area, and passages, in line with the guest house's presentation standards.
- Answered incoming telephone calls professionally, assisting prospective and current guests with booking enquiries, room availability, and pricing information.
- Captured and confirmed guest booking details accurately, including arrival and departure dates, number of guests, and special requests.
- Liaised with management to relay booking information and coordinate room readiness according to the guest arrival schedule.
- Handled guest queries and requests promptly and courteously, contributing to a welcoming and professional guest experience.
- Reported maintenance issues and stock shortages to the manager to ensure the smooth day-to-day running of the guest house.
- Worked flexibly across shifts, supporting the team during busy periods to ensure consistent service standards.

## REFERENCE

### Mpho Mgcina

Manager, KK Guest House

Tel: 071 932 7185 / 076 879 7395