

HELLEN PERTUNIA LUSHABA

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PROFESSIONAL SUMMARY

Dedicated and motivated hospitality professional with over 2 years of experience in customer service, housekeeping, front desk operations, and administrative duties. Skilled at working under pressure, ensuring guest satisfaction, and maintaining high standards of cleanliness and service. Currently working as a brand promoter, demonstrating strong communication and sales abilities. Passionate about creating excellent guest experiences and contributing to team success in the hospitality industry.

KEY SKILLS**Hospitality & Service**

- Front Desk Operations
- Guest Relations & Room Service
- Housekeeping & Cleanliness
- Stock Receiving & Inventory

Customer Service & Promotions

- Customer Engagement
- Product Knowledge
- Brand Promotion
- Conflict Resolution

Soft Skills

- Excellent Communication
- Time Management
- Problem Solving
- Organisation & Teamwork

Technical Skills

- Microsoft Word, Excel, PowerPoint, Outlook
- Typing & Internet Research
- Record-Keeping & Filing

WORK EXPERIENCE**Brand Promoter (Current)**

Various Campaigns – Mpumalanga

Jan 2024 – Present

- Promote products and assist customers in retail stores
- Provide product information and improve customer experience
- Represent brands professionally and accurately
- Develop strong people skills and confidence in fast-paced environments

Hospitality Intern

Kwamatshipane Boutique Hotel – Gauteng

10 July 2023 – 08 Dec 2023

- Assisted with guest check-ins and front desk inquiries
- Delivered room service and maintained high cleanliness standards
- Supported the housekeeping team and managed guest requests
- Ensured a welcoming and organized environment for all guests

Administrative Intern

Rob Ferreira Hospital – Mbombela

01 July 2022 – 13 Nov 2022

- Processed and recorded stock deliveries
- Maintained storeroom cleanliness and inventory
- Completed administrative paperwork and supported filing tasks
- Assisted in daily operational duties of the supply department

Receptionist & Housekeeping Assistant

Sunrise Guest Lodge – Hazyview

Jan 2021 – June 2022

- Managed front desk bookings and guest communications
- Maintained room cleanliness and restocked supplies
- Performed daily housekeeping of guest rooms and common areas
- Ensured guest comfort and responded to needs professionally

EDUCATION

Tshwane University of Technology

Diploma in Hospitality Management – Completed 2024

Key Modules: Financial Accounting, Accommodation, Industrial Law

Mhlume Secondary School

Grade 12 / National Senior Certificate – 2019

REFERENCES

Mr L. Lekalakala – Supervisor – +27 71 427 2358

Mr B. Mpofu – Manager – +27 76 693 7845