Celi Khensane Sibiya

303 Endulwini, Magagula street. 1632.Tembisa
0671735048 | celikhensane.sibiya02@gmail.com

Dear Hiring Manager,

I am writing to apply for the Cleaning Position at KTVR Bus Service, as advertised with a closing date of 9 November 2026.

I am a hardworking, reliable and honest person with experience in cleaning workplaces, homes, Churches and general areas. I take pride in keeping spaces clean, neat and hygienic. I am able to sweep, mop, dust, clean toilets, wash windows, empty bins and follow cleaning schedules. I can also work well on my own and as part of a team, and I am willing to work shifts and under pressure.

I have my Grade 12 certificate and I am physically fit for cleaning duties. I am available to start immediately.

Please find my CV attached. I would appreciate the opportunity to work at KTVR Bus Service.

Thank you for considering my application.

Yours sincerely,
Celi Sibiya
067 173 5048
celikhensane.sibiya02@gmail.com

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LANGUAGE

- English, Xitsonga,Sesotho,Seswati, Sepedi & Isizulu.

PROFESSIONAL SUMMARY

I am a reliable and hardworking cleaner looking for a cleaning position. Good at keeping workplaces and general places clean, hygienic and safe.

WORK EXPERIENCE

- STORE ASSISTANT: Ghekko Stock Trading | Mar 2025 - Jun 2026 -
  - Housekeeping, keeping the work area clean and organized
  - Receiving stock deliveries, checked against invoices and inspected for damage
  - Unpacked stock and replenished shelves while maintaining neat displays.
  - Conducted daily stock takes, cycle counts, and barcode scanning to ensure inventory accuracy.
  - Monitored stock levels and reported shortages, overstock, and damaged goods to management.
  - Processed returns and managed backroom stock storage
  - Assisted customers and maintained a clean, safe store environment in line with health & safety standards
  - Captured stock movements on the POS/inventory system.

- STORE ASSOCIATE: Ackermans | Jan 2017 - Jan 2018 -
  - Assisted customers with clothing account applications, credit checks, and queries
  - Supported cashiers during peak periods to reduce queue times and improve customer satisfaction
  - Conducted monthly stock takes and cycle counts and reported variances to management
  - Maintained store displays and ensured adherence to health & safety standards

- ASSIST LINE AGENT - CALL CENTRE -
  Peermont - Emperors Palace | Nov 2022 - Jan 2025
  - Managed 80+ inbound and outbound calls daily via switchboard, email, and live chat for hotel and casino guests
  - Resolved customer queries regarding bookings, confirmations, proforma invoices, and tax invoices with 95% first-call resolution
  - Conducted FICA verification and guest verification for casino players on Casino Marketplace [CMP]
  - Met and exceeded monthly sales targets by 15% through upselling hotel packages and identifying customer needs
  - Processed group bookings for conferences and coordinated with internal departments for large events
  - Proficient in CRM systems, MS Office, and call logging software[Excel][Word][PowerPoint]

EDUCATION & CERTIFICATION

- Higher Certificate: Food and Beverage Management, International Hotel School [IHS] Obtained 2024
  Food Safety, Managing food and beverage service, Managing food and beverage operations, Supervision in the hospitality industry, New Business Development, Occupational Health and safety and Purchasing for food services operations

- National Certificate: Hospitality Level 4 Ekurhuleni West TVET Collage Obtained 2020
  Hospitality Generics, Food preparation, Hospitality services, client services, Mathematical literacy, Computer skills,English FAL

- National Senior Certificate - Matric, Zonkizizwe Secondary School 2016
  Physical science, Life sciences, Engeineering Graphic and design, Methematics, Life orientation, Xitsonga, English FAL

KEY SKILLS

- Sweeping, mopping, dusting, vacuuming, Cleaning toilets, kitchens and offices, Washing windows and walls, Using cleaning chemicals safely, Emptying bins / waste removal , Time management and attention to detail, Able to work with or without supervision, Physically fit
- Operations: Inventory Management, Stock Take, Picking & Packing, Dispatch, Health & Safety Compliance
- Technical: MS Office Suite, Barcode Scanning, POS Systems, WMS, Data Capturing, Email & Live Chat
- Soft Skills: Multitasking, Problem Solving, Communication, Teamwork, Time Management, Attention to Detail

REFERENCE

- Grant Dupont - Reservation Manager, Emperors Palace
  gdupont@emperorspalace.com | 076 861 5014
- Kenedy Thekiso - Supervisor, Emperors Palace
  kthekiso@emperorspalace.com | 011 928 1416
- Bongani Mthembu - Supervisor, Ghekko Stock Trading
  0110244709