Tab 1

ZAMANI MBUYAZI
HOUSEKEEPING & GUEST SERVICE PROFESSIONAL
📞 +27 82 706 5243 | ✉️ Bekani.history@gmail.com | KwaZulu-Natal, South Africa
Passport: In Process

PROFESSIONAL SUMMARY
Dedicated Hospitality professional with 4 years experience in guest service, facility maintenance, and housekeeping standards at a high-volume cultural tourism site. Proven ability to maintain high cleanliness standards, prepare guest areas, and ensure excellent visitor experiences. Fast learner, reliable, and passionate about delivering 5-star service. Seeking to bring strong work ethic and hospitality skills to Yellowstone Club as a Housekeeping Supervisor.

WORK EXPERIENCE
TOUR GUIDE & FACILITY HOST
Amatalenda Zulu Village | 2021 - Present
- Maintained cleanliness of guest areas, cultural huts, bathrooms, and dining facilities daily to high hospitality standards
- Prepared guest rooms/areas for tours and events, including linen, amenities, and setup
- Provided 5-star guest service to 100+ international visitors weekly
- Performed facility checks and reported maintenance issues for safety
- Trained new staff on guest service protocols and cleanliness procedures
- Worked flexible hours including weekends and holidays

KEY SKILLS
Housekeeping: Room cleaning, Linen change, Bathroom sanitation, Vacuuming
Guest Service: Customer care, VIP service, Complaint handling
Standards: Health & Safety, Quality Control, Attention to detail
Other: Teamwork, Reliable, Physical stamina, English + isiZulu

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REFERENCES
Available upon request
