LERATO SELOWA

ratoleratoselowa@gmail.com 068 543 9852 Midrand, Gauteng Midrand

Profile

Customer-focused and reliable professional with hands-on experience in retail, promotions, hospitality, and administrative support. Skilled in assisting customers, supporting sales activities, and working effectively in fast-paced environments. Organized, adaptable, and committed to delivering excellent service while contributing positively to team goals.

Education

Higher Certificate in Food and Beverage Management (NQF 5) Oct 2023 - Sep 2024

Certificate in Travel and Tourism (NQF 4) Jan 2017 - Nov 2019

Matric Jan 2016 - Nov 2016

Employment

Promotions and Entertainment Assistant Nov 2022 - Jan 2025
Emperors Palace

- Assisted customers during promotional campaigns and live events
- Promoted products and services, increasing customer engagement
- Distributed promotional materials and supported on-site sales
- Answered calls and handled basic administrative duties
- Collaborated with team members to ensure smooth daily operations

Sales Assistant (Casual/Flexi) Sep 2020 - Feb 2021
Ackermans, Fourways, Fourways

- Assisted customers with product selection and enquiries
- Restocked shelves and maintained neat merchandise displays
- Checked and recorded inventory levels
- Delivered friendly and professional customer service

Education Assistant Apr 2021 - May 2022
JB Matabane Secondary School

- Assisted learners and staff with daily activities
- Maintained a safe, organized, and structured environment
- Performed administrative and record-keeping tasks

Hospitality Intern Jan 2019 - Dec 2019
Joburg Theatre

Personal details

Nationality
South African

Skills

Microsoft Word

Microsoft Excel

Microsoft PowerPoint

Customer Service & Client Support

Sales Assistance & Product Promotion

Cash Handling & Stock Support

Communication & Interpersonal Skills

Administrative Duties

Time Management & Multitasking

Teamwork & Reliability

Languages

English

IsiZulu

- Assisted with customer service during events
- Supported food service and venue preparation
- Ensured cleanliness and readiness of public areas

References

References available upon request