

Thelma Muchaneta CHIKWATURE

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PROFESSIONAL SUMMARY

I am an experienced and dedicated professional in the fields of sales, promotion and marketing (online and in-person), customer service management, guest service management and product management. I have worked in a diversity of roles and organizations where my contribution has helped realize profits and generate increased sales through my sales and marketing endeavors especially in Qatar. Thereby, I have been instrumental in contributing towards meeting set sales targets for sales and marketing departments and achievement of organizational goals and objectives.

I have strong interpersonal, communication, negotiation, leadership, persuasion, merchandising, competitiveness and sales skills that I have developed from my training and work background. I am proficient in the use of several software systems such as POS systems to manage retail sales, MS Office to analyze sales and generate reports, along with software such as Salesforce to manage sales and customer relationships.

WORK EXPERIENCE

January 2023 – Present

[Sales & Marketing Executive](#) at FMHC Qatar

Roles and responsibilities:

- **Point of contact for clients:** My role involves understanding the client's needs through meetings and site visits to establish their preferences and tailor.
- **Client relationship management:** I ensure to build and maintain strong relationships with clients through regular and periodic communication, feedback collection through surveys, meetings and site visits.
- **Proposal administration:** I conduct the preparation of detailed and competitive service proposals and contracts based on client requirements and budget constraints to enable realization of business needs.

- **Vendor management:** I coordinate with vendors, suppliers, and internal teams to ensure all aspects of the services and products provided meet client expectations.
- **Customer satisfaction management:** I monitor and evaluate the satisfaction levels and implement strategies of the business to ensure excellent service experience and encourage customer retention.
- **Management of client inquiries and complaints:** I ensure timely responses to client inquiries, complaints, concerns, and requests to ensure effective customer satisfaction.
- **Quality management:** Implement this function by conducting post-service evaluations with clients to collect feedback and identify areas for improvement or areas of success for the business.
- **Marketing and promotion:** I undertake marketing and promotion of company services online and offline to attract new clients and to strengthen existing relationships.

October 2022 – January 2023

Hostess/ Cashier at HDC- United Development Company, Doha, Qatar

Roles and responsibilities:

- **Payments management:** Handling void checks in accordance with accounting procedures and cash management to ensure errors are minimized. Additionally posting all bills through Micros correctly.
- **Data base management:** Managing customer database and ensuring that it is regularly updated
- **Reservations management:** Managing table reservations systems of the restaurant as per policy and MOD instructions.
- **Managing correspondence:** Answering the main telephone for inquiries, making callbacks for reservations before beginning of the shift.
- **Reporting:** Ensuring reports are taken with the Micros software and from credit machines to make sure both are ok and making corrections where mistakes are found then making daily reports to the auditor.

- **Work planning:** anticipating peak hours and organizing provision of efficient and swift service to the guests.
- **Complaints management:** Handling guest complaints and following the instant pacification procedures and ensuring guest satisfaction.

February 2021 – October 2022

Hostess at Hilton Hotel, Doha, Qatar

Roles and responsibilities:

- **Greeting Guests:** I was responsible for greeting guests at the entrance of the hotel, offering a friendly smile and providing a warm welcome. I would assist them with any immediate needs and inquiries they may have.
- **Seating Guests:** As a hostess, I was in-charge of managing the seating arrangements in the hotel's restaurant dining area. I would escort guests to their designated tables, considering their preferences and any special requests they may have.
- **Reservations and Waitlist:** I handled guest reservations, managed waitlists during peak hours, and ensured efficient table turnover. This involved maintaining an organized reservation system, updating guest information, and managing any changes or cancellations.
- **Customer Service:** Providing excellent customer service was a vital part of my role. I engaged with guests, ensuring their satisfaction throughout their dining experience. I also addressed any concerns, accommodated special requests, and resolved any issues in a professional and courteous manner.
- **Coordination with Service Staff:** I worked closely with the service staff, including waiters, waitresses, and restaurant managers, to ensure smooth operations and timely service. This was done by communicating guest preferences, dietary restrictions, or special occasions to the service team which would be important for delivering personalized service.
- **Handling Guest Inquiries:** I was the initial point of contact for guest inquiries and requests. This involved providing information about the hotel's facilities, amenities, and services, as well as directions to various areas within the hotel.

- **Cash Handling:** Based on the policies of the hotel, I was responsible for handling cash transactions, such as taking deposits for reservations or processing payments for small items.

EDUCATION

Date	Institute	Qualification
November 2019	Culinary Arts Academy	Diploma
January 2011 – November 2014	Rehab Secondary School- Zimbabwe	General Certificate of Secondary Education (Highschool)
May 2021	Hilton Talent and leadership development/ Harvard Manage-mentor	Project Management
January 2021	YMCA Institute	Advanced Certification in Sales and Marketing

SKILLS

- Door to door Sales and marketing
- Tele sales
- POS Operations
- Product management
- Stock and inventory management
- Microsoft Office packages (Word, excel, PowerPoint, outlook, etc.)
- Salesforce software
- Strong verbal and written communication skills
- Flexibility and Adaptability
- Organizational Skills
- Negotiation and persuasion skills
- Networking and Collaboration
- Teamwork
- Report writing
- Hotel management
- MS Office

PERSONAL ATTRIBUTES

- Sales and marketing enthusiast
- Curiosity and desire to learn more
- Willingness to accept constructive criticism
- Ability to handle high stress environments

PROFILE

- Date of Birth: 28th April 1996
- Nationality: Zimbabwean
- Marital Status: Married
- Visa Status: Husband sponsorship

DECLARATION

I **Thelma Muchaneta Chikwature**, do acknowledge that this CV serves as a representation of my qualifications, skills, and experiences, and that I am responsible for updating it with any relevant changes or new information. I hereby declare that all the information provided in this curriculum vitae (CV) is true, complete, and accurate to the best of my knowledge.

Thikwature