

Tankiso Seutloali

Tour Escort

📍 Bloemfontein, South Africa ✉ tankisoseutloali3@gmail.com 📞 +27695113941 📅 13 Nov 93

Summary

I am an experienced hospitality professional with a Diploma in Hospitality Management from Central University Of Technology. My career includes roles such as Tour Escort and Crew Cabin Steward at Msc, along with various positions at Elangeni And Maharani Hotel and Fancourt and Country Club. I have developed a diverse skill set in customer service and operations throughout my journey. I seek challenging opportunity where I can fully use my skills and knowledge for the success of the organisation.

Skills

- Customer Service Excellence
- Effective Communication
- Cultural Sensitivity
- Problem Solving

Work Experience

MSC – Tour Escort

2 Jan 23 – Present

Promoting, selling, and coordinating shore excursions for guests. Providing information about port destinations and excursion options, assist with bookings and payments, and ensure smooth operations during excursions. Additionally handles guest inquiries, resolve issues, and contribute to overall guest satisfaction.

MSC – Crew Cabin Steward

16 Jan 18 – 15 Oct 22

As a Crew Cabin Steward, I was responsible for maintaining the cleanliness and appearance of officers cabins aboard the vessel. My duties included daily cleaning, changing bed linens, and ensuring that all amenities were stocked. I provided exceptional customer service by responding to guest requests and addressing any issues or concerns promptly. Additionally, I collaborated with other crew members to ensure a smooth operation and high satisfaction.

Elangeni and Maharani – Banqueting Attendees

1 Jun 17 – 10 Nov 17

Elangeni and Maharani – Trainee

4 May 16 – 30 Dec 16

Experienced in various roles including Receptionist, Hostess, Waitress, Banqueting Attendant, Room Attendant, Linen Keeper, Housekeeping Supervisor, Banqueting Supervisor, Restaurant Supervisor, and Financial Administrator.

Fancourt and Country Club – Assistant Kitchen Chef (casualty)

2 Nov 15 – 25 Jan 16

As an Assistant Kitchen Chef, I played a vital role in the kitchen team, assisting the head chef in food preparation, cooking, and ensuring kitchen operations ran smoothly. My responsibilities included preparing ingredients, following recipes, maintaining kitchen cleanliness, and adhering to food safety regulations. I collaborated with fellow kitchen staff to create high-quality dishes and provided excellent service during customer meals.

Fancourt and Country Club – Chef, waitress , hostess

4 Nov 14 – 30 May 15

As a Trainee Chef, I assisted in food preparation, cooking meals under supervision, and maintaining kitchen hygiene standards. I learned various cooking techniques and contributed to menu planning.

Imvelo Safari – Assistant kitchen Chef (casualty)

6 Nov 19 – 30 Oct 21

As an Assistant Kitchen Chef (casualty), my responsibilities included assisting the head chef in meal preparation, managing food inventory, ensuring cleanliness and safety in the kitchen, and helping to create a welcoming dining experience for guests. I collaborated with kitchen staff to maintain quality standards and contributed to menu planning and food presentation.

Education

Diploma Hospitality Management

20 Feb 12 – 30 Dec 16

Central University Of Technology

Grade 8 - 12

13 Jan 07 – 26 Nov 11

Atlehang Senior Secondary School

Languages

English

Sesotho

IsiZulu

IsiXhosa

Interests

- Traveling
- Hiking
- Photography
- Cooking

References

Thamsanqa

MSC / Shore Excursion Manager

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Abigail

Msc / Shore Excursion Manager

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Winston

Imvelo / Executive Chef

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