

Langelihle Ngwenya

Johannesburg, Gauteng | 069 413 6291 | langelihle997@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented and organised administrative support professional with experience in reception, record keeping, customer communication, reporting, product information, and day-to-day operational support. Experienced in handling bookings, guest records, payments, enquiries, reports, stock information, and structured processes while maintaining accuracy and professionalism. Holds an N6 in Human Resource Management and is currently pursuing a Diploma in Tourism Management at UNISA. Quick to learn new systems and comfortable working independently with repetitive, process-driven tasks and detailed information.

CORE SKILLS

Administrative & operational support • Data entry & record keeping • Document management & filing • Microsoft Word, Excel & Outlook • Email communication & follow-ups • Accuracy & attention to detail • Information checking & reporting • Booking and reservation systems • Product information & stock records • Process compliance • Time management & prioritisation • Independent work & adaptability • Customer/client communication • Quick learner with new systems

PROFESSIONAL EXPERIENCE

Cube Workspace *August 2026 – Present*

Cleaner / General Workplace Support

- Maintain offices, common areas, toilets, kitchens, and other workplace facilities to required standards.
- Keep shared work areas clean, organised, and ready for daily business operations.
- Assist the reception team when required, providing general support for smooth day-to-day operations.
- Respond promptly and professionally to workplace needs and requests.
- Work independently and as part of a team while managing assigned responsibilities consistently.

84 on 4th Guesthouse *January 2025 – June 2026*

Weekend Receptionist

- Managed reservations, bookings, and guest enquiries in person, by phone, and via email.
- Maintained accurate guest records and handled administrative filing and record-keeping tasks.
- Processed payments and related information accurately and professionally.
- Coordinated with housekeeping to ensure room status and readiness were updated for arriving guests.
- Checked rooms against cleanliness and quality requirements and followed up on issues when necessary.
- Prepared and managed breakfast vouchers and other guest documentation.
- Responded to guest requests, resolved issues professionally, and communicated clearly with relevant staff.
- Worked with booking and communication systems while handling multiple tasks and priorities during daily operations.

Smollan *January 2022 – June 2023*

Merchandiser

- Managed product presentation according to company and client standards.
- Monitored stock levels, conducted stock counts, and reported low or out-of-stock items.
- Checked product pricing, labels, expiry dates, and shelf information for accuracy.
- Prepared and submitted merchandising reports accurately and on time.
- Maintained product displays and ensured information was presented correctly.
- Followed established company policies, safety procedures, and merchandising guidelines.
- Worked independently across assigned stores and maintained professional relationships with store management and staff.

EDUCATION

University of South Africa (UNISA) *Present*

Diploma in Tourism Management

Central Johannesburg TVET College *2024*

Human Resource Management – N6

Aurora Girls High School 2019

National Senior Certificate – Grade 12

REFERENCES

Thobile Ndwandwe – Centre Manager, Cube Workspace | thobile@cubeworkspace.co.za | +27 10 103 0000

Dimakatso Mashigo – Manager, 84 on 4th Guesthouse | DMashigo13@gmail.com | +27 72 488 9775

Xolani Nkutha – Line Manager, Smollan | xnkutha@gmail.com | +27 83 637 1464