

# EDUCATION

**Level 5 168 Hour ,The TEFL Academy, UK.**  
January 2025-April 2025

- Created lessons for a variety of levels from pre-intermediate to advanced
- Teaching speaking, listening, reading and writing
- Material & resource creation, utilising the internet
- English grammar and how to teach the essential language
- Needs analysis and teaching in different situations
- Classroom management and teaching techniques

**Rhodes university**  
2023

Completed Degree in Clinical Psychology, English Literature, with a minor in French Language

**L'Université d'Orléans**  
September 2019- April 2020

Completed a Diploma course in French language studies.

**Rhodes university**  
2014 – 2018

Pursued graduate-level studies in English Literature and Clinical Psychology for three (3) years (2014-2017).

**Penryn College**  
2007 – 2011

High school diploma with university acceptance.

# WORK EXPERIENCE

## **Cradle Boutique Hotel- Reservations & Front Office** *December 2023-November 2024*

As a Reservationist and Front Office Agent I was responsible for managing guest reservations, handling inquiries, and ensuring seamless check-in and check-out processes. I provided personalized customer service, addressing guest needs and concerns to ensure a memorable stay. I coordinated with housekeeping, maintenance, and other departments to fulfill guest requests, while also processing payments, maintaining accurate guest records, and handling booking systems with attention to detail. Additionally, I assisted with spa bookings, offering information on services and ensuring smooth integration between the hotel and spa experiences.

## **Radisson Blu Hotel & Resort – Client Liaison** *September 2021–December 2022*

Reception duties, including welcoming and check in/out clients. Making Reservations over the phone, through email, and walk in clients. Administration duties, including filing away paperwork and preparing new reservations to be filed away the following day. Duties also included communication with reservation agencies, assisting the agents to personalise the stay for guests. Special requests by guests wherein I worked with multiple departments to better the experience of the guests, for example a surprise proposal, baby gender reveal, birthday surprises, etc. Was awarded Employee of the month for April 2022.

## **Holland Bikes- Administrator** *September 2020–September 2021*

As an Administrator, I managed daily operations, overseeing rental transactions, maintaining inventory, and ensuring the proper upkeep of bicycles. I handled customer inquiries, processed bookings for rentals and guided tours, and provided detailed information about the services offered. Additionally, I coordinated tour schedules, ensured smooth customer experiences, and maintained accurate records of rentals and sales. I worked closely with the team to ensure the efficient operation of the shop, handling administrative tasks such as invoicing, managing schedules, and ensuring all safety standards were met for both the bicycles and tours.

## **Private- Au Pair** *August 2018-September 2020*

## Contact Details:

### Email:

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Waking up with the children and getting them ready for school and day-care. Dropping them off at school and day-care. Light household duties (laundry, tidying). Pick up the children and help them with any homework and then playtime. Help the parents organise trips, holidays, any events that require one or both parents to be away from the house/children. Helped the children learn Dutch by speaking and reading with them in Dutch. During the holidays and days the children were home I would come up with creative activities to keep them occupied as well as some sports activities like cycling and playing tennis.

### **Provost Café- Barista**

*February 2015–December 2015*

I provided exceptional customer service by preparing and serving a variety of coffee beverages, ensuring each drink met quality standards. I maintained a clean and organized work environment, efficiently handling orders and managing cash transactions. I developed strong relationships with customers, offering personalized recommendations and creating a welcoming atmosphere. Additionally, I worked closely with the team to manage inventory, ensure timely stock replenishment, and maintain high standards of cleanliness and safety in compliance with health regulations.

## **SKILLS**

- Microsoft Office (10+ years)
- Customised systems used by various employers
- Opera PMS
- EMMA PMS
- Nebula PMS
- ENGLISH MATERNAL LANGUAGE (10+ YEARS)
- FRANÇAIS (C1): BONNES NOTIONS (6 YEARS)
- DUTCH (A2) (5 YEARS)
- AFRIKAANS - MATERNAL LANGUAGE (10+ YEARS)
- CODE B DRIVER'S LICENSE

## General Information

- I decided to take a gap year after high school and worked as an au pair in the Netherlands for 2 years. This allowed me to travel a lot and also to develop new skills and responsibilities.
- I like to travel as much as possible (I have visited Spain, Portugal, Italy, France, the Netherlands, Germany, Austria, the Czech Republic, Belgium, Luxembourg, Swaziland, Mozambique, UAE, Denmark, South Africa).
- I have a passion for books, I read as much as I can and collect first editions and older copies.
- I adore animals and enjoy activities involving animals and caring for animals.
- I love to cook and try new recipes and techniques from the different countries I visit and, skills evolve with each new recipe.
- I also teach English to adults and young children, as well as Afrikaans tutoring on an ad hoc basis.
- I have a passion for learning new languages and try to take classes or learn online as often as I can, (currently I am trying to learn German).