

# Wanda Botha

## TEFL CERTIFIED TUTOR



**Nationality:** South African

**D.O.B:** 24<sup>th</sup> May 1975

### PROFILE

Recently qualified TEFL Tutor with a degree in Communication and 20 years' experience in the hospitality industry. Excited to explore a new career in developing students in a creative and

### CONTACT

- Roodepoort  
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South Africa
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- Skype: wanda 355

## EDUCATION

### APR 2022 – OCT 2022

i-to-i  
*United Kingdom*

### 420 Hour Combined TEFL Course: Pass

- 180 Hour Fundamental Basics of TEFL Teaching
  - Teaching Young Learners
  - Lesson Planning
  - Classroom Management
  - Teaching Vocabulary, Grammar & Pronunciation
  - Teaching the Four Skills
- 20 Hour Practical Classroom Course
- Teaching Business English
- Teaching Other Subjects in English
- Teaching One-to-One & Online
- Teaching Young Learners
- Coaching Exam Preparation (IELTS)

### JAN 1994 – DEC 1996

University of Johannesburg  
(Formerly known as Rand  
Afrikaans University)  
*Johannesburg, South Africa*

- BA Communication: Majors-Journalism and Advertising

### JAN 1989 – DEC 1993

Noordheuwel High School,  
*Krugersdorp, South Africa*

- National Senior Certificate: Distinction in Maths

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## WORK EXPERIENCE

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**OCT 2002 – APR 2022**

General Manager  
Klip-Els Guest Lodge  
*Johannesburg, South Africa*

- Responsible for the operational, financial, and commercial performance of the lodge.
- Doing everything possible to maximise guest satisfaction and retention with consistent standards of service across all areas.
- Resolved customer complaints and anticipated potential problems by reviewing and monitoring operational issues and business flow.
- Processed daily reports, reconciliations, journals, invoices, and all electronic tasks, including e-mails, tax reports and salaries.
- Overseeing staff welfare, general housekeeping
- Striving to create a relaxing and welcoming ambience for customers at the front office, reception and with all reservations.
- Identifying other opportunities with digital marketing and website development.

**AUG 1999 – JUL 2002**

Credit Analyst  
(Wesbank Cashpower)  
*Johannesburg, South Africa*

- Routine credit risk analysis on personal loans.
- Ensured prioritization of sensitive and disputed accounts.
- Negotiate credit disputes with difficult customers.
- Produced and reported on monthly performance reports.

**MAR 1997 – JUN 1999**

Call Centre Agent  
Wesbank Cashpower  
*Johannesburg, South Africa*

- Taking calls and handling customer complaints
- Phoning customers to advise on the outcome of their loans and finalize contracts
- Filing and daily administration

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## PERSONAL SKILLS

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- ★★★★★ Motivated
- ★★★★★ Creative
- ★★★★ Active listener
- ★★★★★ Adaptable
- ★★★★★ Sense of urgency and proactivity
- ★★★★★ Oral and written communication skills
- ★★★★ Facilitation and negotiation skills
- ★★★★ Quantitative and qualitative problem-solving

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### LANGUAGES

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Native English  
Native Afrikaans

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### COMPUTER SKILLS

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- Lesson creator on Twinkl, Kahoot & Bamboozle
- Sufficient in using Microsoft Office

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### HOBBIES

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Gardening, reading,  
dog walking, safari,  
camping, creative  
crafts, travelling

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### OTHER

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House on solar &  
battery power  
back-up

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### REFERENCES

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Available upon  
request

