

Curriculum Vitae **Melissa Coetzee**



0823133664

coetzeemelissa.mc@gmail.com

28 Arend Drive
Helikonpark
Randfontein

Personal Summary

I am a 23-year-old qualified and responsible individual with exceptional skills in customer service. My passion for the travel industry allowed me to dedicate my studies to acquiring all the qualifications which will allow me to turn my passion into my career.

Since starting my career within the Hotel Business, I realised that my passion resides in Sales. I have subsequently completed sales and marketing cross-training at my employer for a position as sales and marketing coordinator and acquired the relevant certificates in this field. My attention to detail and customer-focused mindset drives me to provide world-class service and I am confident that my dynamic customer service and teamwork skills will make me a strong member of your team.

Key Skills

- Hostess
- Flight attendance
- Cruises
- Cruise lines
- Travel management
- Hotel management
- Excellent customer service
- First aid training
- Medical certification

- Security awareness training

Key Attributes

- Excellent communication
- Disciplined and determined.
- Honest and assertive
- Good general health and fitness
- Charismatic
- Independent worker that takes initiative
- Positive attitude
- Adaptable and ambitious

Experience

Jumeirah Hotel in Dubai

July 2022 – Oct 2023

Working as a service ambassador / hostess in Food and Beverage

Responsibilities:

- Receive guests and show them to their tables
- Book tables
- Manage and printing buffet tags using Word.
- Managing customer satisfaction, special requests, customer recognition, know your customer.
- Generate daily reports on customers, revenue, using Micros System and Excel.

Sales Training Completed in Hotel (2023):

Completed sales training offered internal by Jumeirah.

St Regis Hotel in Doha

July 2021 – April 2022

Working as a service ambassador / hostess in Food and Beverage

Responsibilities:

- Receive guests and show them to their tables
- Book tables
- Serve customers

Reference: Hichem Ben Amor +974 33382773

Costa Deliziosa

APONI Travel, December 2019

Completion of 56 hours of practical experience. My role included all aspects of cabin safety, first aid and customer service. Flights, Alitalia Airlines:

- Venice, Italy - Bari, Italy - Corfu, Greece - Athens, Greece - Kotor, Montenegro - Dubrovnik, Croatia - Venice

European Taster Tour

APONI Travel, December 2019

Completion of 85 hours of practical experience. My role included all aspects of cabin safety, first aid and customer service. Flights, Alitalia Airlines:

- Johannesburg/Rome/Amsterdam - Venice/Rome/Johannesburg
- Amsterdam, Netherlands 4 nights

- Paris, France 3 nights
- Venice, Italy 2 nights

Education

Certified Real Estate Investment, Leasing and Management Professional

AIBM(American Institute of Business & Management), 2023

Expert property asset and facilities management

Certification Learning Objectives:

- Recognize the role that real estate plays in the national, regional, and global economies as well as how the government works to promote and regulate the sector.
- Understanding how to manage returns to a variety of stakeholders and structure a property transaction with loan and equity
- Learn how lease drafting and tenant quality affect a property's success.
- After the crisis, gain knowledge of fund strategies, property asset management, and facility management in the present context.

Certified Digital Marketing Professional

AIBM(American Institute of Business & Management), 2023

Certification Program Objectives:

- Gain a strategic understanding of Digital Marketing
- Understand how to use it for branding and sales
- Learn best practices, tools, and techniques of SEO
- Master Search Engine Marketing using Google Ads
- Understand Email Marketing and work with industry-standard tools such as Mailchimp
- Become well-versed with marketing on top social media channels – Facebook, Instagram, YouTube, Twitter, and LinkedIn
- Master Google Analytics for tracking and reporting of Digital Marketing campaigns
- Know how to create and run an Integrated Digital Marketing campaign

Certified Sales & Marketing Professional

AIBM(American Institute of Business & Management), 2023

As a professional, this award includes the responsibility to maintain the highest professional standards and ethical practices to favourably reflect upon the profession

Certification Objectives

- Marketing Management
- Sales Management
- Consumer behaviour
- Marketing Research

International Travel Management Diploma

TPTT Academy, 2020

Top 10 student

This is a combined qualification of all travel industry floor work including travel and hotel management, air travel as an air hostess and work on cruise line and yachts or super yachts. The skills and concepts I developed during this course were integrated into hands-on learning opportunities such as educational training tours as a customer service professional employed to fulfill the requirements of my airline's customers.

This qualification includes certifications which will allow me to be skilled in the following.

- Licensed Air Hostess
- Travel Agencies
- Hotels and Lodges
- Guest Houses
- Coach Companies
- Luxury Trains

STCW Training

STCW, 2019

This training gave me the legal qualifications required to work on any commercial vessel at sea.

Matriculated

Hoërskool Jan Viljoen, Randfontein, 2018

Having achieved my matriculation, I had a great foundation from which I chose to study towards a qualification that reflects my passion for travel.

Certifications and Licences

Medical Certificate

Civil Aviation Authority

Cabin Crew Licence

Civil Aviation Authority

Crew Resource Management Training

QAS Aviation International Ltd

Aviation Security Program

QAS Aviation International Ltd.

Skills Test Certificate: Cabin Crew

South African Civil Aviation Authority

Certified Dangerous Goods Professional (CDGP)

QAS Aviation International Ltd

Security Awareness Training

Grindrod Shipping Training Academy



Elementary First Aid

Grindrod Shipping Training Academy

Personal Survival Techniques

Grindrod Shipping Training Academy

Personal Safety and Social Responsibilities

Grindrod Shipping Training Academy

Fire Prevention and Fire Fighting - Certificate of Participation

Grindrod Shipping Training Academy

Security Awareness Training

Grindrod Shipping Training Academy

Security Awareness Training

Grindrod Shipping Training Academy

Medical Certificate

Civil Aviation Authority