



Mbalenhle Cubeni

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📍 Johannesburg, South Africa 🇿🇦 South African

👤 PROFILE

Professional and customer-focused individual with a strong service mindset and cultural awareness. Known for reliability, empathy and delivering high-quality support in both professional and volunteer environments

👜 PROFESSIONAL EXPERIENCE

03/2025 – 10/2025
Doha, Qatar

JW Marriott Marquis Doha

Executive Lounge Agent

- Welcome and acknowledge all guests, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation.
- Monitor the Lounge for seating availability, service, safety, and wellbeing of guests.
- Prepare and serve hot, cold and/or alcoholic beverages
- Answer, record, process all guest calls, requests, questions and concerns
- Ensure guest comfort and safety by maintaining cleanliness, service quality and lounge readiness

09/2023 – 02/2025
Doha, Qatar

Rixos Qetaifan Island North Doha

Guest Relations Host

- Undertook team leader responsibilities on a weekly rotational basis, including task delegation and team guidance
- Maintain complete knowledge of all waterpark and hotel services/features
- Sell cabanas, other products, and F&B products via point of sale (POS) system or android tablet
- Collaborated with housekeeping staff to ensure guest private cabanas met cleanliness standards upon arrival.
- Oversaw inventory management for cabana supplies and F&B items, ensuring optimal stock levels with a reduction in excess inventory costs.

03/2023 – 08/2023
Johannesburg

Isabella Garcia International

Sales Consultant

- Data capturing and liaising with prospective clients at an international company specializing in cosmetics and beauty products.
- Direct marketing of products and services.
- Verifying client information and general administration.

09/2022 – 01/2023
Doha, Qatar

W Doha

Hostess and Cashier

- Welcome guests in a warm and friendly manner.
- Monitors restaurant activity to determine seating and dining flow.
- Responds to guest inquiries and requests in a timely, friendly, and efficient manner.
- Performs opening and closing duties, as needed.
- Assists others with side work including, but not limited to cleaning, stocking, folding silverware, etc.

- Take orders and manage financial transactions on the POS and MICROS systems.

03/2020 – 12/2020
Remote

Callforce Direct

Contact Center Agent

- Give advice and guidance to UIF Clients regarding the TERS scheme.
- Responsible for resolution of customer queries.
- Assist and resolve queries according processes and procedures. Ensure excellent customer service and effective and efficient problemsolving.
- Reduce escalated incidents through first call resolution and administration duties.

SKILLS

Exceptional Communication Skills	● ● ● ● ●	Organisational Skills	● ● ● ● ●
Customer Service	● ● ● ● ●	Multitasking	● ● ● ● ●
Patience and Emotional Intelligence	● ● ● ● ●	Teamwork	● ● ● ● ●
Leadership	● ● ● ● ●	Training Material Development	● ● ● ● ●
Microsoft Office Word, Excel and PowerPoint.	● ● ● ● ●	Marketing and Branding	● ● ● ● ●
Guest Relations	● ● ● ● ●	Conflict resolution & complaint handling	● ● ● ● ●
Food & beverage service standards	● ● ● ● ●	Call center	● ● ● ● ●

EDUCATION

02/2015 – 04/2018
Grahamstown, South Africa
Bachelor of Arts
Rhodes University
Sociology
Law

CERTIFICATES

Highfield International Award in Food Safety
Level 2

Qatar Tourism
Certified Qatar Host

Teaching English as Foreign Language
120 hours

School of Government (South Africa)
Introduction to Policy Formulation and Implementation

ORGANISATIONS

05/2015 – 11/2017
Grahamstown, South Africa

Little Flower Day Care Centre

Project Coordinator

- Assist in project planning and scheduling.
- Coordinate activities, workshops, and events related to ECD.
- Serve as a liaison between volunteers, stakeholders, and community members.
- Monitor project progress and report on status.

- Maintain project documentation and records

02/2016 – 06/2017
Grahamstown, South
Africa

9/10ths Mentoring Programme

Mentor and Tutor

Mentor and Tutor grade 12 learners in preparation for post-high school education.