

CONTACT

Sonia Molai Mohlala

📍 Witbank

Mpumalanga

☎ 0842774054

@ soniamohlala8@icloud.com

OBJECTIVE

A motivated Tourism Management graduate with front desk and customer service experience in a luxury hotel environment. Seeking an entry-level receptionist or administrative role where I can apply my communication, organizational, and customer service skills while gaining further industry experience.

EXPERIENCE

July 2025 - January 2026

- **Front of House**

Masingita Towers Hotel and Spa

- Managed guest check-ins and check-outs using the Nightsbridge system
- Generated invoices and quotations as requested by guests and management
- Made reservations and processed payments accurately
- Conducted room inspections to ensure cleanliness and readiness
- Coordinated with the housekeeping department for room availability
- Provided concierge services and assisted guests with enquiries
- Organised and scheduled shuttle service pick-ups and drop-offs

January 2024 - December 2024

- **Tourism Management Mentor**

VUT Centre For Academic Development

- Provided academic and personal guidance to first-year Tourism Management students
- Assisted mentees with goal setting and progress tracking
- Facilitated mentorship sessions related to the Tourism Management programme
- Created a supportive and inclusive environment for students

VOLUNTEER EXPERIENCE

- **April 2023 -June 2025**

- **VUT Green Campus Initiative**

- Organized and participated in environmental awareness campaigns.
 - Collaborated with team members on sustainability projects
 - Promoted eco-friendly practices on campus.
 - Assisted with campus and residence clean-up initiatives.
 - Supported event organizers with post-event clean-ups.

- **February 2024 - June 2025**

- **VUT Institutional HIV & AIDS Unit**

- Prepared and delivered workshops and presentations
 - Facilitated group discussions and peer education activities
 - Distributed condoms to promote safe sexual practices
 - Assisted in distributing sanitary towels to students in need
 - Promoted health and wellness campaigns and unit events

EDUCATION

2025

- **Vaal University of Technology**
Tourism Management

2022

- **Lehlabile High School**
National Senior Certificate

SKILLS

- Front Desk Operations(Nightsbridge)
- Computer literacy (MS Word, email, booking systems)
- Time Management
- Communication skills (verbal & written)
- Critical thinker

ACHIEVEMENTS & AWARDS

- South African Travel Expert
- Faculty Representative and Learning Communities Mentor 2024
- Valuable Contribution Towards Health and Wellness Campaigns Peer Education Programme 2024

REFERENCE

- **Mr Vincent Mdlulie - "VUT Institutional HIV & AIDS Unit"**
Assistant Coordinator
ihau@vut.ac.za
+27 16 950 6617
- **Mr Tshepang Phakani - "VUT Green Campus Initiative"**
Chairperson
vutgci19@gmail.com
+27 78 951 6702