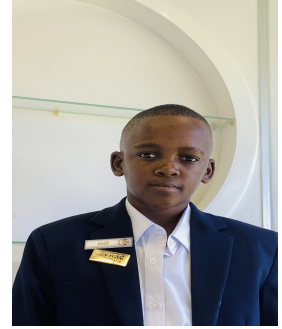


Siyamzukisa Mateza

FRONT OFFICE OPERATIONS | RECEPTIONIST | NIGHT AUDITOR

Cape Town, Western Cape
067 233 7006
siyamzukisa.mateza@icloud.com



PROFESSIONAL PROFILE

Hospitality professional with 7+ years of experience across front desk, guest relations and night audit operations in hotel environments. Experienced in check-in and check-out procedures, guest enquiries, reservations, cash and revenue reconciliation, and front office administration. Committed to delivering polished, reliable service and creating positive guest experiences.

CORE COMPETENCIES

• Front Desk Operations & Guest Relations	• Check-in / Check-out & Guest Enquiries
• Night Audit & Cash Reconciliation	• Hotel PMS & Booking Systems
• Guest Complaint Handling & Resolution	• Front Office Administration
• Team Support & Training	• Communication & Multitasking

PROFESSIONAL EXPERIENCE

Anew Hotels & Resorts – Green Point
Receptionist / Senior Night Manager

May 2025 – Sep 2025

- Managed front desk activities, including check-in, check-out and guest enquiries.
- Processed reservations through telephone, email and booking platforms.
- Conducted night audits and reconciled daily revenue reports.
- Handled guest complaints professionally and supported front office administration and switchboard duties.

DoubleTree by Hilton – Cape Town
Front Office Assistant (Intern)

Mar 2024 – Feb 2025

- Welcomed guests as a first point of contact and supported daily front desk operations.
- Assisted with check-in, check-out, reservations and guest enquiries.
- Worked in line with Hilton brand standards to support a smooth guest experience.

Road Lodge, City Lodge Hotel Group – Cape Town International Airport
Receptionist / Reservations / Night Manager

Nov 2017 – Nov 2023

- Managed guest arrivals, departures and reservation-related tasks.
- Trained and supported new front office team members to encourage consistent service.
- Assisted with group bookings, daily reporting and breakfast service when required.
- Recognised for reliability, adaptability and commitment to high service standards.

EDUCATION & TRAINING

Academic College of South Africa

2019

Service Management, NQF Level 5

Intlanganiso High School

2015

National Senior Certificate

HOTEL SYSTEMS & TECHNOLOGY

Lodgix PMS	5 years
Opera Cloud	1 year
Opera Xpress PMS	1 year
OnQ Property Management System	1 year
Microsoft Word, Excel & Outlook	8 years

PROFESSIONAL REFERENCES

Wellington Nazo

Duty Manager, Anew Hotels Green Point
greenpointdm@anewhotels.co.za | 021 180 2570

Kwanele Siko

Duty Manager, Road Lodge East London
rleastl.dm@citylodgehotels.com | 043 703 6600

Ashiqah Isaacs

Front Office Manager, DoubleTree by Hilton
ashiqah.isaacs@hilton.com | 021 404 0570

Melelekile Pantsi

Night Manager, DoubleTree by Hilton
021 404 0570 / 063 200 8167