

JULIA LETLAPE

📍 Gauteng south Africa

📞 0710704270

✉ letlapejulia@gmail.com

✈ Skills

- customer service
- Teamwork & Communication
- Problem solving
- Time management
- Computer literacy (Ms word, Excel , Outlook)
- Attention to detail
- Front desk support & Telephone etiquette
- Multi-tasking
- Attention to detail

👥 Reference

Michael moyo - MES

Team leader

0611229614

Idah shokane - City lodge Hotel Eastgate

Commis chef

Ishokane664@gmail.com

0768664808

Mqondisi Ncube - Sakhumzi zoo lake

Commis chef

0733312184

🎯 Objective

Motivated and detail-oriented individual transitioning from the hospitality industry to front office and administrative support . Experienced in customer service , multi-tasking in fast paced environments, and maintaining a welcoming atmosphere. Excellent in communication, Time management and organizational skills. Eager to contribute to a front office team while continuing to develop administrative and support expertise

📁 Experience

- **MES (Mould, Empower and Serve)** 02/04/2024
Street sweeper -
 - * Street and sidewalk cleaning . 29/06/2024
 - * Maintained cleanliness and safety of assigned public areas .
 - * Demonstrated reliability and punctuality in daily tasks .
 - * Worked collaboratively with team members to meet area standards.
 - * organising and packing of cleaning Equipment.
- **City lodge Hotel Eastgate** 29/06/2022
Hospitality Intern -
Chef Intern 30/06/2023
 - * Assisted in daily kitchen operations , maintaining high standards of hygiene and presentation.
 - * Collaborated with team members to ensure timely and quality service during peak hours.
 - * Demonstrated excellent attention to detail in food preparation and customer requests
 - * storage and labelling of ingredients
- **Food and beverage service waitress**
 - * Warmly welcoming and seating Guests
 - * Taking orders and offering menu recommendations .
 - * Serving food and beverages promptly and accurately.
 - * Maintaining a clean and organised dinning area.
 - * clearing tables throughout service
 - * Cashing up at the end of service.

○ **Sakhumzi zoo lake** 02/12/24 -
Hospitality Intern 30/11/25
* cooking breakfast & ala carte menu dishes daily upon order requests.
* Preparation and mise en place for traditional buffets.
* Replenishing buffet food items and maintaining cleanliness .
* Adhering to safety & hygiene standards in the kitchen.

🎓 Education

○ **Central Johannesburg TVET College** 2018
Hospitality and Catering Services
N4-N6 Certificates

○ **MES Entuthukweni Training and Development Centre**
Computer course (Microsoft office) 2023

○ **Ferndale High School** 2016
National Senior Certificate

○ **reach summit** 02/12/2024
Professional cookery -
National certificate NQF level 4 30/11/2025