

ASEKHO TOTO

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Administrative professional with 3+ years of experience across university and luxury hospitality environments, currently cross-training as Night Auditor at Fancourt, a five-star resort in George. Skilled in front-office operations, financial transaction processing, customer service, and administrative support. Known for accuracy under pressure, strong interpersonal communication, and the ability to manage competing priorities in high-demand settings. Pursuing an NQF 6 Diploma in Business Management, with a long-term goal of progressing into corporate operations management.

- EXPERIENCE -

Receptionist | Fancourt, George

August 2025 – Present

- Managed end-to-end guest check-in and check-out processes for a premier golf and spa resort, maintaining operational efficiency and consistently delivering a high standard of service.
- Processed cash and credit card transactions with 100% accuracy, maintaining strict confidentiality protocols while contributing to monthly revenue tracking and cost control measures.
- Resolved customer queries and complaints within agreed turnaround times, achieving high satisfaction ratings through proactive problem-solving and innovative service delivery approaches.
- Balanced daily cash floats and completed banking procedures efficiently, contributing to accurate financial reporting and operational cost management.

Night Auditor | In Training | Fancourt, George

February 2026 – Present

- Run daily night audit and complete daily, weekly, and monthly financial reporting.
- Ensure that all bookings are guaranteed and no-show charges are applied appropriately.
- Ensure that all late cancellation charges are applied where appropriate.
- Greet all guests and assist them with check-in and check-out.
- Oversee front desk operations during night shift.

Steward: Back of House | Fancourt, George

April 2025 – August 2025

- Maintained high operational standards in a fast-paced, high-pressure environment, demonstrating exceptional stress tolerance and time management capabilities.
- Collaborated with cross-functional teams to ensure efficient service delivery, adhering to health, safety, and compliance procedures to mitigate operational risks.

Administration Assistant | Nelson Mandela University, George
2023 – December 2024

February

- Provided comprehensive administrative support utilising Microsoft Office Suite and Adobe Photoshop, managing multiple concurrent priorities with exceptional attention to detail.

- Conducted research and data analysis, identifying trends and providing insights to support informed decision-making and operational improvements.

- EDUCATION -

*Diploma in Business Management (NQF Level 6) – Business Management Training College (BMT)
October 2026 (In Progress)*

*Higher Certificate in Business Studies (NQF Level 5) – Nelson Mandela University, George
2019 – 2021*

*Human Resource Management Fundamentals – Business Management Training College (BMT)
June 2026*

*Finance for Non-Financial Managers – Business Management Training College (BMT)
June 2026*

- SKILLS -

Administrative Operations • Financial Management • Customer Service Excellence • Risk & Compliance Management
• Budget Control • Data Analysis • Operational Reporting • Microsoft Office Suite • Process Improvement • Team
Collaboration • Attention to Detail • Problem Solving • Time Management • Stakeholder Communication