

MAUREEN SHIBELA

ASSISTANT MANAGER • HOSPITALITY • SALES & MARKETING • CUSTOMER SERVICE

096 3589103 | Zambia

PROFESSIONAL PROFILE

Experienced and dependable hospitality and sales professional with a strong background in team supervision, customer service, daily operations and sales support. Progressed from hospitality operations into supervisory and sales-focused roles, developing practical leadership, communication and customer relationship skills. Holds professional certificates in General Hospitality, Occupational Health and Safety, and Advanced Sales and Marketing. Brings a professional attitude, strong work ethic, attention to service quality and the ability to work effectively under pressure.

KEY PROFESSIONAL STRENGTHS

• Hospitality & guest service	• Team supervision & coordination
• Sales & marketing	• Customer relationship management
• Daily operations	• Stock & product monitoring
• Workplace health & safety	• Communication & problem solving

PROFESSIONAL EXPERIENCE

Assistant Manager | Marine Lodge

2020 – 2023

- Supported management in overseeing daily lodge operations and maintaining efficient service delivery.
- Supervised staff, delegated duties and helped maintain professional service standards.
- Assisted with guest enquiries, customer relations and resolution of service-related concerns.
- Supported smooth day-to-day operations and maintained a professional environment for guests and employees.
- Helped promote workplace safety, cleanliness and consistent service quality.

Supervisor | Kaz Meat Butchery

2024

- Supervised daily activities and coordinated staff to support efficient customer service.
- Monitored products, stock movement and general workplace organization.
- Assisted customers and supported sales activities while maintaining professional service standards.
- Helped maintain cleanliness, workplace safety and compliance with operational procedures.

Salesperson | Dukan

Current / Most Recent Role

- Assist customers with product selection, enquiries and purchases while delivering professional service.
- Support sales activities and contribute to achieving daily sales objectives.
- Maintain good product presentation and assist with stock awareness and store organization.
- Build positive customer relationships and respond professionally to customer needs.

EDUCATION & PROFESSIONAL CERTIFICATIONS

Certificate in General Hospitality — Hospitality / Professional Certificate

Certificate in Occupational Health and Safety — Professional Certificate

Advanced Certificate in Sales and Marketing — Lightshine Research Institute

CAREER VALUE

Maureen combines hospitality experience with supervisory and sales capability, making her well suited to roles requiring customer-facing professionalism, staff coordination, operational support and commercial awareness. Her training in occupational health and safety further supports a responsible approach to workplace standards.

REFERENCES

Professional references available upon request.