

# Sarah

TOURISM AND HOSPITALITY



## SKILLS

Inspiring Trust in Clients, Staff, Service Providers and Mobilizing People

Marketing and Multi-Lingual Communications

General & Training Management

Quality Assurance Management

Organisational and Efficiency Skills

Training Suppliers to HACCP and HCE Standards

## LANGUAGES

English

Italian

Swahili

French

## HOBBIES

Travel, Politics, Current Affairs, Cuisine, Sport

## PERSONAL DETAILS

**Date of birth**

19 Dec 1963

**Nationality**

Kenyan & Italian & South African

## REFERENCE

**SGS, Kenya**

International House [IH]  
Geneva

## ABOUT ME

Dynamic and dependable professional in Tourism and Hospitality, adept at upholding high standards, achieving set objectives, and fostering strong client connections. I am eager to contribute my versatile expertise and years of hospitality and client relationship management to the Le Grand Jardin Team as Villa Manager.

## WORK EXPERIENCE

### Cambridge CELTA Teacher

International House (IH) / Geneva / Jan 2000 - Jan 2003

Provided tailored English lessons and specialized language skill development training to Swiss corporate executives from UBS Bank and Rolex via International House as a trusted freelance expert.

### Trainer for HCE & HACCP Certification

Société Générale de Servance (SGS) / Mombasa / Jan 1997 - Jan 1999

- Marketed SGS certification (Hygiene Conscious Establishment [HCE]) to fast-food outlets (e.g.; Nandos, Debonairs) hotels (e.g., Intercontinental, Conservation Corporation Kenya, Serena) and restaurants Training of hotel & kitchen staff as well as suppliers to meet HCE requirements HACCP [Hazard Analysis and Critical Control Points] trainer

### Manager and Marketing Director

Simba Village Apartments / Diani / Jan 1994 - Jan 1996

- Successfully managed client relationships with European and American tourists.
- Implemented strategies to increase occupancy rates. This included the creation, facilitation and organisation of bespoke travel packages and experiences during their stay. This included pre-planning of transport, restaurant, spa, safari and adventure experiences (hiking, boating, cycling, tennis, scuba diving, horseriding, animal conservation center visits) as well as childcare options where requested.
- Providing translation services where necessary.
- General property management of apartments, cleaning staff, grounds staff and childcare staff.

### Senior Group Leader: Incentive Tours

Universal Safari Tours / Mombasa / Jan 1990 - Jan 1993

- Coordinating, managing and accompanying senior executives on specialized safari tours in Kenya

### Sales Consultant

Crown Paints / Nairobi / Jan 1986 - Jan 1987

- Managed Sales logistics and customer relations

### Tour Director

Universal Safari Tours / Mombasa / Jan 1983 - Jan 1985

- Incentives Tour Manager and Organizer  Managed large groups of professionals on business retreats

### Fashion Sales Consultant

Florence / Italy / Jan 1981 - Jan 1982

- Regional Marketing and Sales Distributor: Intern

### Sales Representative

Live It Up / Cape Town / Nov 2024 - Present

Sales representative for Live It Up clothing line. Organization of sales setup at pop-up markets and general sales.

### Volunteer Teacher

Danie Ackermann Primary School / Somerset West / Jan 2023 - Present

Volunteer teaching on a Tuesday morning. Assisting Grade 2 learners with reading development.

## EDUCATION

### Political Risk & Policy Analysis Course

Stellenbosch University / Stellenbosch / 2020

- Policy analysis and scenario planning
- Political debate and report writing
- Historical source analysis and investigation

### Certificate in English Language Teaching to Adults (CELTA)

The University of Cambridge / Geneva / 2001

Obtained CELTA from Cambridge qualification through International House (IH) in order to teach English as a foreign language to adults.

### Hazard Analysis Critical Control Points (HACCP) Certification Trainer

Société Générale de Servance (SGS) / Kenya / 1999

Provided World Health Organization established Hazard Analysis Critical Control Point (HACCP) certification training to assist restaurants, hotels and safari lodges implement and maintain systematic preventive approaches to food safety and quality control.

### Hygiene Conscious Establishment (HCE) Training

Société Générale de Servance (SGS) / Kenya / 1998

Hygiene Conscious Establishment Certification Trainer for Restaurants, Hotels and Safari Lodges looking to ensure and maintain good food sanitation and international safety standards.

### National Senior Certificate (NSC Matric)

Durban Girls College / Durban / 1979

History of Art, Geography, French, Biology, English, Maths and Home Economics.