



BELINDA DERECK

Proactive and experienced customer service specialist with over 6 years of professional experience in managing and working various projects and roles within marketing, tourism and hospitality industry in Tanzania and The Middle East. I am well-versed in dealing with complex customer situation and ensuring customer needs are met in a timely fashion.

Client Service • Hospitality & Tourism Manager • Executionist



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ADDRESS:

20 Bima Rd, Mikocheni B,
Dar es Salaam, Tanzania



WORK EXPERIENCE

Sales Executive | November 2024 — December 2025

Urban by City Blue, Dar es Salaam, Tanzania

- **Lead generation:** Identify and target potential clients through market research, networking, cold calling and attending industry events to generate new sales leads.
- **Client relationship management:** Develop and maintain strong relationships with existing clients to foster repeat business and referrals.
- **Sales presentations:** Prepare and deliver compelling presentations showcasing the hotel's unique selling points, room types, amenities, and packages to prospective clients.
- **Site inspections:** Coordinate and host site inspections for potential clients to familiarize them with the hotel's facilities and capabilities.
- **Contract negotiation:** Negotiate contract terms, pricing, and special conditions with clients to ensure optimal revenue generation while aligning with hotel policies.
- **Sales Reporting:** Track and analyze sales performance metrics, including room occupancy, revenue generated, and conversion rates, to identify areas for improvement and report to management.

Sales Executive | March 2024 - October 2024

Johari Rotana, Dar es Salaam, Tanzania

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Client Service | April 2023 - Sept 2023

Blanq Creative Agency, Dar es Salaam, Tanzania

- Act as the primary point of contact between the creative agency and its clients. Maintain regular communication to understand client needs, expectations, and feedback
- Work closely with internal teams, including creative, design, and production teams, to develop project plans and timelines.
- Develop a deep understanding of the client's business goals, target audience, and industry. Provide strategic guidance to clients with the support of the creative team. Identify opportunities to expand services and offerings to existing clients.



SKILL HIGHLIGHTS

- Time Management
- Excellent Interpersonal Skills
- Service-focused
- Project management
- Keen attention to Detail
- Complex problem solver



LANGUAGES

- English
- Swahili



HOBBIES

- Cooking
- Music & Dance
- Travelling



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WORK EXPERIENCE cont.

Marketing & Logistics Officer | March 2016 - Nov 2021

Milestone Safaris, Arusha, Tanzania

- Develop and execute marketing campaigns to promote the tourism company's products or services.
- Work closely with graphic designers and content creators to ensure the production of visually appealing and compelling promotional materials.
- Collaborate with transportation providers, accommodation partners, and other service providers to ensure seamless logistics for tour packages. This involves negotiating contracts, confirming availability, and addressing any logistical challenges.
- Itinerary Planning: Develop detailed travel itineraries, considering factors such as transportation schedules, accommodation arrangements, and excursion details. Ensure that all logistics are well-coordinated for a smooth and enjoyable experience for guests.

Lodge Supervisor | Jan 2017 — Nov 2021

Honey Badger Lodger, Moshi, Kilimanjaro

- Ensure all guests receive a warm welcome and high-quality service throughout their stay
- Handle guest inquiries, feedback, and complaints professionally and promptly
- Maintain high standards of hospitality, cleanliness, and comfort
- Oversee guest activities, tours, and special requests in coordination with tour operators and guides
- Recruit, train, schedule, and supervise staff
- Assign duties and ensure staff perform their roles efficiently
- Motivate staff and promote teamwork and professional conduct
- Ensure smooth coordination between departments
- Control costs while maintaining service quality
- Support marketing initiatives to increase visibility and revenue
- Ensure lodge facilities, rooms, and grounds are well maintained
- Monitor safety and security of guests, staff, and property
- Ensure the lodge complies with local laws, licensing, and tourism regulations

Cluster Reservations Agent | Jan 2014 - Dec 2016

Ritz Carlton Hotels, Doha, Qatar

- Processing guest bookings, modifying existing reservations, and ensuring accuracy in guest information. I became well versed in the hotel's policies to provide accurate and timely information to guests.
- Responsible for maximizing revenue, by upselling hotel services, packages, and room upgrades.
- Liaise with various departments, such as housekeeping and front office, to relay guest preferences and special requests.

Office Administrator | Jan 2009 - Dec 2010

Strategies Insurance, Dar es Salaam, Tanzania

- Organizing office operations, maintaining office systems by controlling correspondences, preparing payroll, filing systems, reviewing and approving requisitions to facilitate a productive office environment.



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REFERENCES

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TECHNICAL SKILLS

Microsoft Office

Strong fluency and working knowledge of

- **MS Office:** Excel, PowerPoint and Word
- **MS Office Project:** For project management initiatives and seamlessly managing timelines and deadlines.

Oracle Hospitality

Trained in Standard Oracle Hospitality Opera Systems.

- Cluster Reservation Programming



EDUCATION

College of Business Education | November 2013

Diploma in Marketing Management
Dar es Salaam, Tanzania

Ritz Carlton Rooms Division Training (12 weeks) | Jan-Mar 2014

- House Keeping
- Guest Relations
- Front Desk

Reservation Agent Training (6weeks) | April 2014

Ritz Carlton, Doha, Qatar



CERTIFICATIONS

Opera Front Desk | Front Office / Reservation Management

Ritz Carlton Hotels, Doha Qatar