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PERSONAL DETAILS

GENDER: Male

LANGUAGES: Shona, English, Ndebele

MARITAL STATUS: Single

WORKING EXPERIENCE

**SKI DUBAI, UNITED ARAB EMIRATES –**  Guest Helper / Waiter ,

JULY 2014 – CURRENT

* Ensure all policies and procedures are followed as outlined in the avalanche café SOPs
* Assist line manager with achieving KPI’s set out for the avalanche café
* Deliver exceptional guest service at all times in a friendly manner
* Display professional leadership to associates
* Ensure proficient up to date knowledge of Ski Dubai products, promotions and services
* Assist guests with the menu
* Assist in first aid reporting procedures and ensure all documentation is completed
* Implement check lists and safety standards into computer and making sure all fire exit are clear and fire extinguisher are not expired and are working well

**DRAKENSBERG SUN HOTEL,–** WAITER,

DEC 2009 – MAY 2014

* Handling weekly and monthly food orders
* Oversaw the development or new decorations
* Handling guest arrivals in friendly manner
* Expired food to be taken to the cathkin peak vulcher place

**VICTORIA FALLS IMPALA LODGE–** Tour Guide, Food Coordinator

JUN 2008 – NOV 2009

* Guided guests through assigned tours of quad bike ,zip line ,archery , mountain boarding , sag way drive, white water rafting guide
* Provided new activity ideas in adherence to organizational objectives
* Coordinated pre-arranged food , accommodation and transport and made sure guests are comfortable

EDUCATONAL QUALIFICATIONS

**ADVANCED LEVEL** DEC 2008

3 A’LEVEL (MATHEMATICS, ECONOMICS, MANAGEMENT OF BUSINESS)

**ORDINARY LEVEL**, DEC 2006

7 O’LEVEL PASSES INCLUDING MATHEMATICS AND ENGLISH

PROFESSIONAL QULIFICATION

* ECCRA**:** Zip line instructor**:** PLC Operator: Rescuer on high ropes
* FGASA**:** TOURISM AND HOSPITALITY **(**RESCUER, NATURE GUIDE) - LEVEL 1
* AFRICAN FIG**:** High Rope Rescue, Local Nature Guide
* TRAIN TRAINER**:** Qualified Rescuer, Health and Safety Trainer
* ADVANCE CAREERS AND DEVELOPMENT TRAININGS**:** Cruise Ship Attendant Entertainment Desk
* 1ST AIDER : International level 1