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| **Cynthia Wana – 1851120**  To interview this candidate, please send your company name, vacancy, and salary offered  details along with this or other CV Reference Numbers that you may have short listed from  <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |



Dear: Sir/Mam

I wish to apply for the role currently being advertised on your company. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over 15years experience in the hospitality industry, and I believe the knowledge and skills built up during this time make me the right/perfect candidate for the role.

In my current role as a Supervisor at Kauai restaurant , I have been responsible for overall cashiering, banking, monthly inventory, Ordering, dealing with suppliers through phone and email , events representative**.** which when coupled with my enthusiasm and dedication will helped the business to grow further.

I am confident that I can bring this level of success with me to your organization. With my previous experience and expertise, I believe my contribution will have an immediate impact on the business.

Thank you for your time and consideration. I look forward to meeting with you to discuss further.

**Career objective**

A straight forward individual who is commited to serve and deliver, Over 15 years of customer service in F&B industry. Good verbal and written communication skills, customer service orientated, telephone etiquette, self-driven, motivated, ability to work independently and as a team player. Ability to organize and work well under extreme pressure, problem solving, attention to detail, eager to learn and ready to co-operate.

Thanks and Regards.

Busisiwe Cynthia Wana.

**WORKING EXPERIENCE:**

**CURRENT**

**Restaurant Supervisor – Dubai -** Dec -2014- Present (Dubai, United Arab Emirates)

Management of staff member’s monthly inventory.

Discipline and motivating, training of new staff about the company and product Events representative and catering preparation, sourcing business and marketing

for events set up and catering.

Inventory management and Food cost control, through monitoring and executing company policies and procedures in everything.

Coffee art training, ensuring proper recipes and production levels are adhered to. Answering phone inquiries and taking orders, upselling and suggestive selling. Preparing daily sales cash-ups reports.

Ensuring customers are attended to professionally and handling all queries

Managing the front of house and back of house operations, ensuring guest satisfaction through efficient and effective customer care.

Staff management and training through company procedures and requirements Stock ordering, control and food cost monitoring

Handling customer complaints and enquiries

Giving training to the team in different departments from kitchen to cashiers Monitoring and management of banking and sales in branch

**Kauai Juice. Restaurant**

**POSITION: TRAINER/CASHIER**

**Duration: June 2006-December 2014**

**Location: Kauai South Africa. Cape Town**

Providing excellent product demonstration in customers and clients making sure they have a full product knowledge.

Generating sales and following up on sales leads. Handling customer complaints and enquiries

Giving training to the team in different departments from kitchen to cashiers Monitoring and management of banking and sales in branch

Maintaining monthly, weekly and daily report transactions of the shop. Training of new employees for new opening stores.

**OK FOODS LTD.**

**POSITION: CASHIER**

**DURATION: May 2004-November 2005**

**LOCATION: Gansbaai South Africa**

Cashiering and money handling procedures.

Greeting and assisting customers, Packing and filling new stock into aisles.

Manage all customer inquiries and resolve them through phone calls and emails and ensure appropriate assistance in compliance with company policies and procedures

Develop and maintain professional relationship with colleagues and stakeholders to provide exceptional customer care services.

Assist customer to select optimal and cost effective method for their requirements Receive guests’ payments and process transaction appropriately.

EDUCATIONAL QUALIFICATIONS

Secondary school: Phakama S.S.S

Highest Grade completed: (Grade 12) Matric

Subjects Passed: Home economics, English, Afrikaans, Mathematics and

Physics.

**OTHER QUALIFICATIONS**

* Institute: Silulo Ulutho Technologist

Subject: Introduction to computer, Windows XP, Ms word 2007, Ms Powerpoint 2007, Internet and email.

COURSES ATTAINED

Barista (Coffee Art) South Africa

Cashiering: Money handling procedures

Healthy and Safety Level 3 (Qualified PIC Dubai)

PERSONAL INFORMATION

Date of Birth: 17 April 1983

Age: 33

Gender: Female

Marital Status: Single

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