**Alexander**

[**Alexander.337920@2freemail.com**](mailto:Alexander.337920@2freemail.com)

**Professional Experience**

Burj Al Arab 2012- Present

*Supervisor at Al muntaha Restaurant and Skyview Bar.*

**Supervisor**

* Managing a team of restaurant and bar staff to ensure high and consistent quality of food & beverages and customer service.
* Developing teams of staff to encourage innovative approaches to optimize profits and increase sales.
* Training new members of staff, assuming responsibilities of Managerial roles in their absence, verifying and reporting on cashiering procedures to allow for accurate evaluations of revenue.
* Skills Gained: reporting and evaluating based on daily revenue and general satisfaction, leadership and ownership of staff professionalism and development, collaboration with team for quality control

Atlantis The Palm 2009-2012

**Head waiter**

* Providing excellent food and beverage service and customer service.
* Communicating regularly with guests to build an expanding and satisfied clientele
* Reporting and promoting profitable food and beverages in efforts to increase daily revenue
* Skills Gained: leadership and organization of groups of staff to share evaluations, efficient practices and promote professional development

**Cashier**

* Processing payments of credit and debit cards cheques and cash and collecting/ distributing cash float
* Reconciling daily revenue against the point of sale system
* Generating daily revenue reports

Pan African Hotel 2007-2008

*General Cashier to process income and expenditures, evaluate profits for daily reporting of revenue*

**General Cashier**

* Record and reconcile all money deposited in drop box by cashiers;
* Prepare General Cashier’s daily report;
* Issues and monitor cash floats\

**Education and Professional Qualifications**

Certificate in Food and Beverage Service Skills and Guest Relations 2007-2008

Certified Public Accountant Level 2 2006-2007

Kenyan Certificate of Secondary Education 2001-2005

Kenyan Certificate of Primary Education 1994-2000

**Languages:** Swahili (fluent) English (fluent)

**Languages, IT Skills and Accounting Skills**

**IT Skills:** Proficient in MS Word, MS Excel, MS PowerPoint and MS Access; and QuickBooks

**Accounting Skills:** Book keeping, selling/ purchasing, analytical and financial reporting skills

* **First Aid/ Health and Safety Certification**

**Professional and Academic Achievements**

* **Food and Beverage Training through Seminars and online learning platforms e.g. Lobster ink**

*References available upon request, in addition to letters of employment attached with this application*