

Contact HR Consultant for CV No: 340035

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**Personal Profile**

I am an assistant coordinator trainee of food and beverages at Great Zimbabwe Hotel part of Africa Sun group of hotels. As a Human Resource Management graduate, I possess excellent interpersonal and organisational skills such as hardworking determination and energetic individual. The skills allow me to work under pressure without supervision to meet customer satisfaction thereby creating lasting memories and ensure return. Now I am looking for a new international position, one which will make good use of existing skills and experience while enabling further personal and professional development.

**Education and Qualifications**

**Jan 2010 – Dec 2012 Gweru Polytechnic College, Zimbabwe**

 National Diploma in Human Resource Management

**Jan 2009- Dec 2009** National Certificate in Human Resource Management

**Jan 2005 – December 2008** **Mambo High School, Zimbabwe**

 6 IGCSE including Maths and English

**Professional Experience**

**Company: Great Zimbabwe Hotels, Zimbabwe**

**Period:** Jan 2014- December 2016

**Position Trainee Food and Beverage Coordinator (July 2016 to present)**

**Duties:** Under the general guidance of the F &B Manager, I was responsible for providing coordination and administrative assistance to the Food & Beverage office.

**Summary of Responsibilities:**

* Maintaining and updating a follow-up/trace file for important functions, events, meetings, and other related matters.
* Distributing and filing of letters, memos and all related correspondence emanating from the Food & Beverage Office. Sorting and distributing all incoming mail, both internal and external, to the various outlets
* Attending and participating in the daily food & beverage briefings, updating outlet managers in regards ongoing events, deadlines and other food & beverage related matters.
* Dealing promptly and professionally with guests and inquiries received from clients/visitors to the Food & Beverage Office.
* Maintaining a proactive approach towards preparation of outlet menus, division correspondence, and communication.

**Housekeeping Supervisor (January 2014- June 2016)**

As a Housekeeping Supervisor my attention to detail ensured that the Housekeeping team were consistently professional, friendly and engaging providing excellent guest satisfaction. I made sure departmental policies and procedures were followed.

* Lead and supervise the day-to-day operation of the department to ensure service standards are followed
* Handle Guest concerns and react quickly, logging and notifying the proper areas
* Actively participate in daily briefing, daily warm up and department meetings
* Ensure Room Attendants are informed daily about priorities in their section

**Other Duties: Public Area Attendant and Room attendant.**

* Clean all assigned guestrooms including dusting, making beds, soiled linen removal from rooms, and retrieval of clean linen from linen closets, vacuuming, bathroom cleaning, inside window cleaning, replenish rooms with supplies
* Maintain proper usage of cleaning supplies and equipment
* Update and record all cleaned rooms
* Return and properly tag all lost and found articles in the Housekeeping Office
* Empty trash in all public areas and clean public area restrooms

**Company: National Eye Security, Harare, Zimbabwe**

**Period:** Jan 2013-Dec 2013

**Position Human Resources Assistant**

**Duties:** Calculation of wages and salaries, asset management, maintaining personnel records, interviews, grievance handling, staff returns, policy initiation and formulation, performance appraisals, hearings and also recruitment and selection.

**Other duties**: Administration work, Procurement, transport management and counselling

**Personal Details**

Marital Status: Married

Gender: Male

Nationality: Zimbabwean

Religion: Christian

Hobbies: Playing chess, Football and Travelling

**References are available upon request**