**SIMON**

**Simon.363240@2freemail.com**

**Career Objective**

To secure a mid-level position as a Hotel and Restaurant Manager where I can demonstrate my customer management and multitasking skills in enhancing the customer satisfactions and maximizing revenue and sales.

**Key Competencies**

Customer Service Skills Attention to Details Resourceful

Interpersonal Skills Problem Solving Skills Organisational Skills

**Work Experience**

**Nofara Café JLT Dubai –** Nov 2012 To Date

Dubai – UAE

*Restaurant Supervisor and Admin*

* Handles customer enquiries about signature dishes;
* Takes charge of the Team’s working schedule or shift;
* Deals with regular and new customers with excellent customer care skills;
* Collects feedbacks from customers and informing the Chef and the management team;
* Maintains good relationship with back-of-the-house (BOH) team;
* Monitoring all over cleanliness and hygiene of the restaurant;
* Assists the Restaurant Manager in daily operations and end-of-month inventory;
* Supervises procurement;
* Facilitates menu engineering;
* Administers petty cash reimbursement and acts as Petty Cash Custodian;
* Prepares statement of accounts and issues credit cheques to suppliers;
* Prepares and maintains statutory and municipality documents;
* Training front-of-the-house (FOH) staff;
* Assists Restaurant Manager with food and beverage costings;
* Schedules work hours for service staff;
* Handles catering and events;
* Handles and resolves customer complaints.

**Raffles Dubai -** Sept 2009 – Nov 2012

Fire & Ice Restaurant-Steak House

Dubai – UAE

*Waiter / Departmental Trainer*

* Ensures that restaurant is clean, neat and hygienic with pleasant ambience;
* Ensures that all electrical systems and furniture are working in proper order;
* Checks telephones, music system and other electronic gadgets are in working condition;
* Takes food orders from guests;
* Serves guests and customers with food items;
* Responds promptly to guests and customers’ service requests;
* Provides food and beverage training to new staffs in the restaurant;
* Wine Service;
* Conducting daily briefing;
* Doing end of day report and cashering;
* Assists and supports Restaurant Manager in ensuring prompt quality services to customers and guests;
* Coordinates training of staffs with HR, Hotel Sommelier and Hygiene Manager.

**Emirates International Restaurant** – April 2008 – Sept 2009

Abu Dhabi-UAE

*Food Server*

* Resolves customer complaints about food quality or service;
* Coordinates daily operations with restaurant supervisor;
* Serves food and beverage and provides friendly service to maximize guest satisfaction consistent with company standards;
* Checks set-up before service and after service.

**Ibis Grill & Bar:** - Dec 2004 – Sept 2007

Nairobi Kenya

*Head Waiter*

* Supervises the team’s shift;
* Coordinates with the Chef on a daily operation;
* Assists Restaurant Manager when required;
* Offers food & beverage to guests.

**Education & Professional Qualifications**

Jan 1997 – Sept 1997  **Career Training Centre, Food and Beverage Services & Sales**

 Nairobi, Subject Covered:

 Kenya. *~ Wine & Bar Knowledge*

 *~ Food and Beverage Services & Sales*

 *~ Food & Menu Knowledge*

 *~Food & Beverage Control*

 *~ Services Technique*

 *~ Hotel & Restaurant Law*

 *~ Effective Communications*

 *~ Customer Relations*

 *~ Personal Grooming & Hygiene*

Feb 1992 – Nov 1995 Njabini High School **Kenya Certificate of Secondary Education**

 Kenya *K.C. S. E (O – Level Equivalent)*

**Professional Skills**

Knowledge in computer and MS Office (Word, Excel, Power Point, Outlook)

**Personal Information**

Marital Status: Married

Nationality: Kenyan

Languages: Excellent written and fluent spoken English & Swahili

Visa Status: Employment

**Reference**

Available upon request.