

OBJECTIVE

A multi skilled individual with good all round experience in food and beverage service and catering expertise. Very capable with a track record of dealing with all restaurant issues and a proven ability to react in areas that need immediate attention and ensuring that everything is always presented to the highest possible standards. A holder of a BSc in Hospitality and Tourism who is ambitious and seeking to continually broaden knowledge of food and cutting edge cuisine. I look forward to evolving professionally and become source of solution and inspiration to organization and others respectively.



FAITH MAKOPA

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03 Victory Street Gweru
East,Gweru. Zimbabwe

EXPERIENCE

Macgrew Enterprises

December 2021 - June 2022

Administrator

- °Managing data in spread sheet and reports
- °Organizing and schedule meetings and events
- °Responding to emails and phone calls and making quotations
- °Keeping records and reports up to date
- °Formulating daily, weekly and monthly financial reports

Victoria Falls Hotel

January 2019 - November 2021

Waitress/Bartender/Cashier

- °Welcoming guest and provide prompt friendly service.
- °Offering recommendations and providing customers with daily special options.
- °Serving food and beverages and presenting bills while handling large sums of cash.
- °Handle guest complains and ensure customer satisfaction.
- °Maintaining a clean and organized service area while complying with health and hygienic policies and procedures
- °Advise kitchen staff on dietary special requests.

Pote Hill Hotel

January 2017 - December 2017

Management Trainee

Departments covered:

Housekeeping, Food and beverage Front office, Stores, Marketing and Reservations.

SKILLS

.Result oriented .Exceptional interpersonal skills .Problem solving .Upselling . Hospitality operations . multi-tasking

REFERENCE

Raymond Masecha - "Macgrew Enterprises "

General Manager

raymondmasecha@gmail.com

+263716751134

Ida Chakanetsa - "Victoria Falls Hotel "

Food and Beverage Manager

idachakanetsa@gmail.com

+263782896594

Victor Mavingire - "Pote Hill Hotel "

Hotel Manager

vicmavingire@gmail.com

+263776612252

EDUCATION

Chinhoyi University of Technology

2018

Bachelor of Science Honours Degree in Hospitality and Tourism

2:1

Mandava High School

2012

A level

Geography and Business Studies