

# JOSEPH ROBI

## HOSPITALITY ENTHUSIAST

### PROFESSIONAL SUMMARY

Talented and self-motivated individual with desire to make guests feel welcome. Energetic personality coupled with strong work ethic. Eager to demonstrate advanced skills in food safety and customer service to new, rewarding opportunity.

I'm also an organised, independent worker with strong time management skills. Detail-oriented and able to learn new tasks quickly and effectively. Possessing excellent memory and aptitude for calculations.

### WORK HISTORY

- **06/2021 - To Dat e** **The View Lounge By Kyo**  
Lounge Head Waiter, Dubai
- **07/2020 - 03/2021** **Brunch and Cake UAE**  
F&B Waiter, Dubai
- **09/2019 - 03/2020** **G&P Cruise Hotel Management GmbH**  
Cruise Bar/Restaurant Waiter, Lucerne & Koln
- **08/2018 - 09/2019** **The Vault Lounge at Hormuz Grand Hotel Muscat**  
Asst. Supervisor Cum Event Sales Exe., Muscat
- **05/2017 - 07/2018** **AOC Brassiere Restaurant at Sofitel Dubai Jumeira Beach Hotel**  
F&B Shift Leader, Dubai
- **08/2014 - 01/2017** **The Talisman Restaurant And Lounge**  
F&B Shift Leader, Nairobi
- **06/2011 - 08/2014** **Trader Vic's Doha**  
Barback cum Bar Waiter, Doha

### EDUCATION

- **2005 - 2009** **Hospitality Management**  
Technical University of Mombasa, Mombasa
- **06/2013 - 07/2013** **Customer Service Techniques**  
Jodan Institute of Professional Studies, Nairobi

### ACHIEVEMENTS

- **Certificate of Appreciation**  
Issued in recognition of my exceptional service by the US Military (Marine Corps)
- **Certificate of Participation**  
Issued by the National Hospitality Institute of Oman during The Annual Mystery Basket Competitions

### SKILLS

#### Languages

English	●●●●●●
Arabic	●●●●●●
Swahili	●●●●●●
German	●●●●●●
Hindi	●●●●●●

#### Customer Relations

Active Listener	●●●●●●
Respectful	●●●●●●
Tolerant	●●●●●●
Empathetic	●●●●●●
Hospitable	●●●●●●

#### Communication And Sales Skills

Strong Verbal Communication	●●●●●●
Clarity And Concision	●●●●●●
Open-Mindedness	●●●●●●
Suggestive Upselling	●●●●●●
Rapport Building	●●●●●●
Product Knowledge	●●●●●●
Strong Arithmetic Skills	●●●●●●

#### Drinks Knowledge

Alcohol	●●●●●●
Coffee and Tea	●●●●●●
Barista	●●●●●●

### CONTACT

🏠 Dubai  
☎ +971 523 573756  
✉ dmwanja@gmail.com  
✉ mwangirobi@yahoo.co.uk  
🌐 <https://www.linkedin.com/mwliwe/in/joseph-robi-ba7441109>