



# Stewart Masango

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Available to join immediately

Dependable, result-oriented and friendly individual with 10+ year's commendable working experience in hospitality and food service industry. I am hardworking, eager to learn and adaptable to multicultural environment. My strengths include excellent customer service, great communication and interpersonal skills plus good planning, active listening and management skills.

## Experience

November 2018 to June 2020

### Bar Supervisor

#### Vox Cinemas (Majid Al Futtaim) – United Arab Emirates

- Attract, retain and provide a welcoming service to all users of Vox cinemas.
- Support implementation of revenue generation initiatives set by the management.
- Effective staff management for the bar team in line with the organisation's objectives and targets.
- Delivering excellent and efficient customer service ensuring that customers come back again.
- Up-sell services and products to guests at all times thereby enhancing service and generating increased revenue.
- Delivering appropriate food and drink offers as per guest order.
- Assist with guest reservations and ensure guests are serviced within specified times
- Stock taking and maintaining inventory of the bar ensuring no stock expires before use.
- Have good knowledge of menu and presentation standards
- Delegate effectively and ensure all staff are well briefed on their responsibilities each shift and give constant supervision and motivation on all aspects of their work.
- Support a culture of pride, ownership and desire to exceed expectation.

January 2018 to October 2018

### Captain

#### As You Fish Restaurant– United Arab Emirates

- Greet and welcome guests promptly in a warm and friendly manner.
- Take orders and serve food and beverages to patrons and communicate with kitchen directly.
- Perform consistent check-ins with patrons to ensure satisfaction and address complaints swiftly.
- Answer questions about the menu and make recommendations when appropriate or requested.
- Prepare appetizers, salads, and cold dishes.
- Assist a team of hosts and hostesses by greeting, seating, and thanking customers.

## Competencies

- Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making proper adjustments or corrections
- Excellent active listening skills and ability to give my complete attention to patrons during busy times.
- Experienced in operating multiple POS software systems
- Solid background in organizing other waitering staff and hosts, coordinating my responsibilities to ensure a smooth flow of service.
- Conflict management skills.
- Fluent in English language

## Achievements

\*Hired as VIP Waiter at Vox Cinemas and rose through the ranks to Bar Supervisor position within 1 year.

\*Mentor of the month at Vox Cinemas

\*Employee of the month at Cuisinero Uno

\*Top seller of the month for special menu at Cuisinero Uno

\* Consistence performer of the year 2015 at JW Marriott for providing highly effective and efficient services (based on guest feedback monitoring system)

\*60% Revenue growth at Bellacasa Trattoria Restaurant

\* Over 40% sales growth in all industries I have worked

\* Best Waiter Award at Bronte Hotel

October 2016 to November 2017

**Waiter**

**Cuisinero Uno Restaurant – United Arab Emirates**

March 2015 to September 2016

**Server**

**JW Marriott Hotel Marquis Dubai – United Arab Emirates**

- Providing a warm welcome to customers, receive food and drink orders and ensure all dishes are presented in compliance with hotel standards and food and beverage specifications.
- Understand menu content and keeping up to date with any changes.
- Answer guest queries in a polite and helpful manner.
- Ensuring the mise en place is completed shift to shift and during service in order to provide efficient service.
- Assisted as Part-time Bartender and Cashiering during deep like events.
- Acted as Captain.

October 2016 to July 2017

**Freelance Bartender at Epic Night Club and Blue Marlin Ibiza - United Arab Emirates**

October 2013 to February 2015

**Head Waiter at Catch 22 Restaurant – South Africa**

February 2012 to September 2013

**Waiter at Doppio Zero Restaurant - South Africa**

- Provided exceptional, friendly, and fast service.
- Skillfully anticipated and addressed guests' service needs
- Consistently adhered to quality expectations and standards.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.
- Maintain cleanness in restaurant.

March 2011 to December 2011

**Floor Manager at Bronte Hotel – Zimbabwe**

February 2008 – December 2010

**Manager at Bellacasa Trattoria Restaurant – South Africa**

- Worked in close cooperation with the kitchen and waitering staff as well as cashiers to ensure a smooth-running operation of the restaurant and hotel.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Ensured the proper appearance and grooming of staff.
- Contributed to meet and maximize the monthly revenue budget for the restaurant and hotel.
- Managed closing duties, including restocking items and reconciliation of the cash drawer.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Enquired about guest satisfaction, anticipated additional needs, and happily fulfilled requests.
- Trained and mentored new waiters and host staff.

## Education

2002 **Diploma in Hospitality and**

**Catering : Speciss College**

1999 **High School Certificate:**

Howard High School

### CERTIFICATES:

**JW MARRIOTT MARQUIS DUBAI**

2015 **Certificate in Basic Food**

**Hygiene Training Level 2**

2015 **Certificate in Fine Tuning**

**(JW Symphony of Service)**

2015 **Certificate in Perfect Pitch**

**(JW Symphony of Service)**

2015 **Certificate in Fire Fighting**

**and Prevention Methods**

**BRONTE HOTEL: ZIMBABWE**

2011 **In-House Training in**

**Hospitality Certificate :**

## TECHNICAL SKILLS

\*POS System Operation

\*MICROS

\*Microsoft Office (Word, Excel, Powerpoint),

## REFERENCES

Ms Anica

Supervisor : Vox Cinemas

0543928142

Mr Victor

General Manager

As You Fish Restaurant

0526766468