

RESUME FOR

**FREDDY MUTEMA**

**WAITER**

**Phone**: +971 565742199 **A**: Beit Alkhair, 7th Floor

**Email**: [freddymutema@gmail.com](mailto:freddymutema@gmail.com) Muraqqabat, Dubai

United Arab Emirates

Hospitality industry with 12 years of experience and expertise as a waiter. I worked in first class star hotels in

Zimbabwe and South Africa. Have natural sense of cleanliness and smartness. **I was** in charge of taking orders,

serving food in restaurants, solving customer inquiries, refilling glasses, providing menus, making tables clean.

**CORE SKILLS**

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| --- | --- | --- |
| Basic Math.   * Verbal Communication. * Sell to Customer Needs | * Customer Service. * Persistence. . * Resolve Conflict | High Energy  Smart  Teamwork. |
| Hardworking | English *– Advanced* |  |
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**PROFESSIONAL MEMBERSHIPS**

American Concrete Institute (UAE Chapter) Hospitality Council of Zimbabwe (HCZ)

**PROFESSIONAL EXPERIENCE**

*Waiter 01/2016-Present*

***Sheraton Hotel*** *Harare, Zimbabwe*

* Provided the perfect service experience for every Guest
* Ensure the Guest feels important and welcome in the restaurant
* Ensure hot food is hot and cold food is cold
* Adhere to timing standards for products and services
* Look for ways to consolidate service and increase table turns
* Present menu, answer questions and make suggestions regarding food and beverage
* Serve the Guest in an accommodating manner
* Apply positive suggestive sales approach to guide Guests

# Key Competencies

* Have a sense of cleanliness and tidiness
* have clear written and verbal communication skills
* have the physical abilities to carry out the functions of the waiter
* can handle cash transactions
* can consolidate and coordinate needs for all tables within their station

*Waiter 01/2011-12/2015*

**Belville Hotel** *Pretoria, South Africa*

* Pre-bus tables; maintain table cleanliness, bus tables
* Looks for ways to avoid waste and limit costs
* Assist in keeping the restaurant clean and safe
* Provide responsible service of alcoholic beverages
* Deliver food and beverages to any table as needed
* followed all cash handling policies and procedures
* Reported for work on time and in proper uniform

# Key Competencies

* Have a sense of cleanliness and tidiness
* have clear written and verbal communication skills
* have the physical abilities to carry out the functions of the waiter
* can handle cash transactions
* can consolidate and coordinate needs for all tables within their station
* Must be able to carry food and beverages

*Waiter 09/2008-12/2010*

**Chevron Hotel** *Masvingo, Zimbabwe*

* Provided the perfect service experience for every Guest
* Ensure the Guest feels important and welcome in the restaurant
* Ensure hot food is hot and cold food is cold
* Adhere to timing standards for products and services
* Look for ways to consolidate service and increase table turns
* Present menu, answer questions and make suggestions regarding food and beverage
* Serve the Guest in an accommodating manner
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**References**

Donald Makusha Francis Muchemwa Mr Brightman Makoni

Greengroove School Victoria Junior School Belville School

Principal Principal Deputy Principal

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