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**OBJECTIVE:**

To establish your organization as the premier purveyor of the top quality customer service experience that is second to none SUPERVISOR, while maintaining enthusiastically satisfied guests all the time and complying to the company set standards and values.

**WORKING AS RESTAURANTS HEAD SUPERVISOR AT NOSH RESTAURANT FROM 2016 JAN TO PRESENT**

- Ensuring all customers they receive excellent service thus maintaining good relations with all our clients and avoid complains.
- Building sales and profits
- Ensuring all the necessary preparations are done before and after service
- Giving training to staff on all beverages and food items to ensure proper knowledge of product is uniform to all my staff.
- Scheduling my staff according to changes in customer demand
- Direct dealing with suppliers to ensure all the required items are available to efficient the services.
- Allocating cleaning tasks to all staff to ensure working environment is clean and neat at all times.
- Assisting my staff in times of operation and make sure the operation is smooth
- Always educating my colleagues the ingredients and possible preparations of drinks and food that's avoiding misunderstanding if any questions arise from our guest regarding the drinks or food
- Superior service where by I would guide and instruct my staff to make smooth running of the general operations.
- Always innovative to come up with new customer techniques that are different from our competitors
- Assisting my colleagues in service of food and beverages in a warm welcoming manner in times of busy to ensure each guest leaves satisfied with everything.

#### **WORKING AS SERVICE SUPERVISOR IN ROYAL GOLF CLUB MAY 2013 TO JANUARY 2016.**

- Overseeing operations where by I will ensure service runs simultaneously ensuring food quality service and cleanliness standards are maintained throughout the shifts.
- Educating service staff on different ingredients used in preparation of different food and drinks items in order to be able to answer any question regarding any product he/she is serving.
- Always innovative to come up with house special and unusual customer service treats which will be different from our competitors that will make them come back for same.
- proper ensuring mis-en-place is done before operation thus to ease the work when everything is ready prepared before the work commences.
- Take the responsibility for business performance of the performance of the restaurant.
- Analyse and plan restaurant sales levels and profitability
- Organize activities such as promotional events and discount schemes
- Plan and coordinate menus
- Set budgets or agree them with senior management
- Ensuring all my assigned staff they give a good service that's is more than guests expectations while maintaining the standards operating procedures of the company
- Escorting guests to their tables and welcoming them to the restaurant.
- Ensuring proper coordination between the service staff and kitchen to ensure smooth operations during shifts.
- Assisting customers with food and drinks selections and explaining the expected tastes to suit guest's satisfaction.
- Ensuring the inventory is taken before and after the service to ensure proper management of the restaurants items.
- Building rapport with the guests to grab their names to enable us identify them by their names.
- Always educating my colleagues the ingredients and possible preparations of drinks and food that's avoiding misunderstanding if any questions arise from our guest regarding the drinks or food
- Superior service where by I would guide and instruct my staff to make smooth running of the general operations.
- Always innovative to come up with new customer techniques that are different from our competitors
- Assisting my colleagues in service of food and beverages in a warm welcoming manner in times of busy to ensure each guest leaves satisfied with everything.

**WORKING AS OUTLET SUPERVISOR/CAPTAIN IN ALMAHA DESERT RESORT DUBAI 2012  
JANUARY TO 2013 MAY.**

- Briefing the staff on all ongoing events both on our outlet and whole resort.
- Making sure all the staff they are well groomed thus to be able to display our company name to customers when they are presentable.
- **Serving both food and drinks and ensure the customers receive excellent services**
- Taking food and beverage orders and ensuring customers they get best selections that suite their needs.
- Up selling and suggesting menu items to generate more revenue to the company.
- Building rapport with the guests and to help develop and grow guest data base for business communications
- Always attempting to limit problems and liability related to guests like excessive drinking by taking steps such as persuading to stop drinking and ensuring safely transport for intoxicated guests.
- Innovative in creating refreshing drink recipes.
- Ensuring the ambience, cleanliness of both the back area and front of the house all the time by all the staff.
- Adhering accordingly to health rules and regulations.
- Ensuring the government rules on liquor are followed and enforced to detail without compromising.

**HEAD WAITER PALLACINNER HOTEL AND RESTAURANT 2009 JAN TO 2012 JAN.**

- Making sure food and drinks are well presented to guests with proper service technique
- Ensuring all my undersigned staff they perform their duties perfectly to make sure guest receive excellent service which exceed their expectations
- Giving trainings to all my assigned staff to ensure uniformity of products knowledge thus to be able to answer all customer questions that might arise regarding our products.
- Ensuring all service staff they are aware of all the recipes of food and drinks to avoid misleading the guests with choices .
- Always maintaining cleanliness of the restaurant and ensure proper disposal of all waste.
- Ensuring stock is taken before and after operations to avoid loss thus

making easy for management.

**Skills;**

- Very communicative(fluent, oral and written English)
- Team player and ready to help attitude
- Sense of humor and will always joke around to motivate other team members
- Strong inter-personal skills
- Computer literate and Point of sales operations (Micros and Hostess plus reservation system.)
- Always ready to learn new things
- Wine knowledge
- Up selling and suggestive skills
- Pleasant personality thus always smiling
- Very organized and work ethics.
- Bondable and can work and socialize with any nationality.

**EDUCATION.**

- Diploma in Accounts and Finance(KENYA POLYTECHNIC COLLEGE)
- Institute of key resource and Hospitality Nairobi (Certificate in food and beverage service and management i.e. wine and bar knowledge, guest approach and public relations, Personal grooming
- In house trainings

- 1) Communicating with unsatisfied guests
- 2) Customer centric
- 3) Whisky training and possible cocktails made from whiskey.
- 4) Wine training and possible ways in identifying wine tastes
- 5) Customer solving problems
- 6) Serving to succeed/superior service
- 7) Suggestive selling and up selling

**HOBBIES:**

- Listening to Music
- Reading Business journals
- Watching TV documentaries(National Geographic channel)

- Travelling

**PERSONAL DETAILS:**

**NATIONALITY:** Kenyan

**DATE OF BIRTH:**27/12/1992

**COUNTRY OF RESIDENCE:** King dom Of Bahrain.

**MARITAL STATUS:** Single

**REFFERIES:**

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