

Caswell Tamuka Machivenyika

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Personal Summary

- A mature, self-driven, and dynamic leader with excellent written and verbal communication skills.
- A highly motivated, reliable, honest and disciplined person able to work under pressure with minimum supervision.
- More than 3 years' experience of hospitality and service.
- More than 4 Years of restaurant management and supervision experience.
- Ability to work in high demanding environments.
- Good leadership and interpersonal skills.
- Great sense of detail orientation.
- Experience in inventory management.
- Proficient use of Microsoft office; Point of Sale and GAP.
- Adaptive to work with people from diverse backgrounds and keen to learn new cultures.
- Full clean class 4 Driving License, A C1 code (SADC).

Work Experience

Front and back-office supervisor – The Residence Hotel, Harare, Zimbabwe (April – July 2023).

- Meeting guests' expectations and handling their complaints.
- Purchasing and maintaining stocks for the kitchen and restaurant.
- Refreshing the menu and recipes.
- Carrying out clerical duties.

Chef & shift supervisor – Subs 'n' mo, Harare, Zimbabwe (Feb- April 2023)

- Preparing and cooking dishes at a high standard.
- Handling customers concerns and noting feedback.

- Ensuring the kitchen is clean and meets safety standards.
- Refreshing the menu and recipes.

Restaurant Manager– Jiweke Tavern, Nairobi Kenya (Jan 2018 - Nov 2020)

- Focusing on meeting and exceeding customer satisfaction.
- Maintaining the restaurant’s revenue, profitability while providing high quality standards to customers.
- Monitoring restaurants reviews and improving on internet advertisement.
- Appraising staff performance and giving feedback for self-improvement.
- Ensuring the kitchen and restaurant are clean and meet safety standards.
- Coordinating daily Front and Back of the House restaurant operations.
- Ensuring that the food is of good quality and being served on time.

Sous chef & supervisor – Hekima University, Nairobi Kenya (Jun - Dec 2017)

- Overseeing the kitchen budget and making purchases for food items.
- Improving the menu of the university restaurant considering seasonal ingredients and other suggestions.
- Prepared, cooked and presented dishes.
- Ensuring the kitchen and restaurant were clean and meet safety standards.
- Dealt with deliveries and stock rotation.
- Ensuring that the food is of good quality and being served on time.

A’ Level Literature Teacher and Responsible Authority Administrator – St. Rupert's Mayer Mission Makonde, Zimbabwe (Sep 2015 - May 2017)

- Teaching English Literature, History, and Life Skills Development to learners.
- Establishing child protection rules and guidelines in the schools.
- Being in charge for fundraising for the school, orphans, and elderly people in the community.

Host at Legacy Hotel Monomotapa (Jan 2014-Jun 2015).

- Welcoming guests warmly and in a friendly manner.
- Responding to guests inquiries and requests in a friendly and timely manner.
- Assisting in reservations and managing the restaurant.

Retails sales Representative – Reflections Gift shop, Harare (Jan 2010 – December 2013).

Main Responsibilities:

- Always trying to meet the needs of the customers and achieving customer satisfaction.
- Serving as a cashier and booker keeper for the shop.

- Providing accurate information about product features and pricing.
- Providing feedback to the store manager on the needs and desires of the customers.

Education

- Diploma in Hospitality and management – City & Guilds, London, UK (January-June 2023).
- Diploma in professional Cooking and Patisserie – Culinary Arts Academy, Zimbabwe (**Distinction**) (January-June 2023).
- Diploma in professional Cooking and Patisserie – City and Guilds, London, UK (January-June 2023).
- Certificate in professional cooking – Culinary Arts Academy, Zimbabwe (June-December 2022).
- Certificate in Safety – City & Guilds, London, UK (June - Dec 2022).
- Master's Degree in Ethics – Boston College, United States of America (Sep 2020- May 2022).
- Bachelor of Arts (Honours) in Philosophy –University of Zimbabwe (Aug 2011- May 2015).
- A' level Commercial Subjects – Prince Edward School, Zimbabwe (2006-2007).
- 8 O' level passes – St. Pauls Musami High School (2002-2005)

Achievements and Awards

- Chess School honours, 2007.
- Chess Captain, 2007.
- House Prefect at Prince Edward, 2007.
- Leadership training, 2006.
- HIV and AIDS Peer Educator and Facilitator Jesuit AIDS project, 2004-5.

References

Chef. V.V. Dabga – Chef in Charge of food preparation at Culinary Arts Academy.

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Mrs. Grace Munjuri – Restaurant Manager of Jiweke Tavern .

Email: gracemwendwa@yahoo.com | Cell Phone: +254-(71)-130-0320.

Ms. Kudzai Mudzingwa – Head Teacher, St. Ruperts Makonde, Zimbabwe.

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James F. Keena SJ – Vice Provost for Global Engagement, Director of Jesuit Institute and
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