

MELUSI NCUBE



PERSONAL STATEMENT

I consider myself to have strong communication skills with ability for leadership when and where required along with good 'people skills. I am a highly self-motivated person, able to work under pressure in order to achieve target and meet deadlines as the industry dictates.

PERSONAL INFORMATION

Mobile +971 55 5216043
Email mellowinc29@gmail.com
DOB 04th April 1986
Nationality South African
Language English
Visa Status Residence Visa (Spouse Visa)
Driving License Expiry: 13th Nov. 2024

SKILLS AND COMPETENCES

- Micros
- Conversant with MS Office
- Time Management
- Team Player
- Good in communication skills
- Strong motivational and influential and leadership skills
- Problem Handling

CAREER HISTORY

Restaurant Supervisor

February 2014 - March 2020

EAT GREEK KOUZINA, DUBAI AE

- Manage all account queries and disputes.
- Supervised, scheduled and motivated staff up to 30 employees.
- Maximizing all business opportunities to drive sales.
- Interviewed and forwarded potential new staff to human resources.
- Trained service staff to enhance customer service and increase profits through suggestive selling.
- Investigated and resolved food/ beverage quality and service complaints ensuring customer satisfaction and repeat business.
- Having an in-depth knowledge of all menus,
- Liaising with the head chef to discuss and develop the menu,
- Managed cost control budgeting and monthly permits for operations.

Head Waiter

April 2009 - December 2013

THE GRAND GRILL DUBAI AT THE HABTOOR GRAND HOTEL

- Meeting and greeting customers, building strong relationships and taking orders.
- Opening and closing the bar area. setting up and cleaning equipment
- Having an in depth knowledge of all menus.
- Supporting corporate events providing service and management provisions.
- Communicating with kitchen staff to ensure efficient service.
- Resolving complaints to achieve positive solutions for customers and restaurant.

Restaurant Manager

February 2008 - March 2009

CNR RESTAURANT SOUTH AFRICA

- Receiving and directing guests to the dining tables
- Responsible for every guest complaints and making sure of guest satisfactions
- Overseeing client bookings and reservations
- Ability to create a great atmosphere and be an inspirational host
- Responsible for recruiting, training and developing restaurant Staff
- Keeping control of food and labor costs

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ACHIEVEMENTS

- Fire safety training
- Customer service culture
- PIC level 1 and level 2

ACTIVITIES AND INTERESTS

- Browsing Social Network
- Travelling
- Driving

Sales Representative

April 2006 - January 2008

VODA WORLD SOUTH AFRICA

- Initiated contacts with potential clients, determined needs
- Prepared and delivered presentations and bids
- Assisting in organizing promotional events
- Attending networking events and promoting the company
- Working with the marketing team to maintain and update pricing and listing details
- Support the company in implementation of its sales campaign
- Represented the company at trade fairs and exhibitions

EDUCATION

2015 - 2016

NATIONAL ACADEMY DUBAI

Diploma in International Sales and Marketing

REFERENCES

Upon Request