



NKULULEKO NDLOVU

Galadari Building 20, 16th street, 103 Al Hamriya, Bur Dubai, United Arab Emirates

+971 52 784 3269/058 903 4982 | ndlovunkue852@gmail.com

Objective

Hospitable Manager leverages interpersonal and communication skills to lead, influence and encourage staff and deliver outstanding experiences for guests. Advocates sound financial and business decision-making and demonstrates honesty and integrity. Performs well under pressure and thrives in fast paced high-volume environments.

Experience

- Rocomamas, South Africa** October 2016 - January 2018
FOH Manager
 - Drove excellent customer service through coaching, role modeling and incorporating customer feedback to reinforce and improve quality of service.
 - Supervised dining table set-up to prepare for diversity of events types, following strict service standards.
 - Performed cash handling activities and secured nightly bank deposits.
 - Controlled cash and credit receipts by adhering to cash handling and reconciliation procedures to comply with company policies and procedures.
 - Maintained positive environment by encouraging teamwork and respect in accordance with company mission.
 - Handled complaints, settled disputes and resolved grievances to maintain customer satisfaction.
 - Managed inventory through effectively ordering and stocking beverages and front of house supplies.
- Rocomamas, Saudi Arabia** March 2018 - March 2020
FOH Manager
 - Addressed guests concerns and resolved all issues to guests satisfaction.
 - Created and distributed staff schedules and maintained time cards to facilitate efficient payroll process
 - Performed cash handling activities and secured nightly bank deposits.
 - Maintained positive team environment by encouraging teamwork and respect towards accordance with company mission.
 - Emphasized guests satisfaction during departmental meetings and focused on continuous improvement.
- Andiccio24 Pizza, Dubai** April 2021 - Nov 2022
Store Manager
 - Resolved guests complaints while maintaining positive customer environment.
 - Set effective store schedules based on forecasted customer levels, individual employee knowledge and service requirements.
 - Promoted team collaboration, performance and efficiency by fostering healthy environments.
 - Managed inventory control, cash control and store opening and closing procedures.
 - Reconciled daily sales transactions to balance and log day-to-day revenue.
- Ms Cafe, DIFC, Dubai** April 2023 - July 2024
Store Supervisor
 - Upheld and communicated store programs and standards to employees for optimal quality and cleanliness.
 - Set store schedules based on forecasted customer levels, individual employees knowledge and requirements.
 - Delivered positive results by controlling monthly operations budgets.
 - Managed inventory control, cash control and store opening and closing procedures.
 - Managed store purchases
 - Reconciled daily sales transactions to balance and log day-to-day revenue.

Education

- **Foundation College, Bulawayo, Zimbabwe**

2001

Certificate O'Level

- **Alison Institute**
Certificate In Food and Beverage Management

2024

- **Alison Institute**
Certificate In HACCP Food Safety System

2024

Skills

- * Time Management * Problem Solving * Scheduling * Safe food handling * Food plating and presentation

Languages

- English/Ndebele

Personal Details

- Marital Status : Single
- Nationality : Zimbabwean
- Religion : Christian
- Passport : FN543483
- Gender : Male
- Driving Licence : Saudi Arabian driver's licence

Additional Information

References to be provided as per request