

Bernard Makaka

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PROFESSIONAL PROFILE

Results-driven professional with hands-on experience in handling coordination, work planning, reporting, and network and communications work. A methodical individual who sees to it that the tasks given are achieved.

CORE COMPETENCIES

- Computer literate
- Team player
- Goal oriented
- Customer Service
- Management
- Problem Resolution
- Process Improvement
- Communication
- Team Work

KEY SKILLS AND ABILITIES

- ✓ Exceptionally talented in delivering a high quality of services to customers, in order to ensure repeat business opportunities.
 - ✓ Articulate communicator, with a solid track record of building effective interdepartmental relationships.
 - ✓ Known for maintaining stock and minimising excess wastage
 - ✓ Consistently received positive feedback regarding work prowess and results.
 - ✓ Committed to delivering the highest quality service to stakeholders.
 - ✓ Track record of handling challenging situations with tact.
 - ✓ Easily adapts to fast paced environments
 - ✓ Administrative and communication skills
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PROFESSIONAL EXPERIENCE

Demi Chef De Parte,, Princesses Cruises 2022-present

Roles

- To prepare, cook and serve food delegated as per my responsibility
- , ensuring that the highest possible quality is maintained and that standards for food preparation and presentation are met at all times under guidance from a senior chef.
- To monitor stock movement and be responsible for ordering on my section.
- Always in constant contact and communication with guests.

1st Commis Chef Qatar Airways, Hamad International Airport,Doha Qatar 2021-2022

Roles

- Make mise en place for the service
- Prepare food and make according to order
- Attending to passengers needs
- Replenishing the buffet
- Carry out duties assigned by the chef in charge
- Receive and confirm food stock from outside suppliers

Lab Supervisor Gigibonta Ice cream Lusaka, Zambia. January-September 2021

Roles

- Precisely oversaw the work of ice cream making and the bakery department

- Receive stock from suppliers
- Load and dispatch the truck, for delivery to designated stores
- Delegate work among the staff
- Attend to any concerns either from customers or staff

Assistant store manager, Panarottis pizza and pasta, Lusaka Zambia. 2018-2020

Roles

- Maintained a high level of energy and enthusiasm in order to achieve team and individual goals.
- Exercised strong oral, written, interpersonal communication and analytical skills to manage sales with large strategic accounts.
- Created and fostered relationships with customers in order to maximize and impact overall market share growth.
- Had direct contact with customers and was ever at their service.
- Scheduling of staff working hours and off days.
- Ensuring hygiene practices are followed
- Resolving problems among staff and customer
- Handled Weekly stock taking.

EDUCATION

Diploma in Food production, Zambia Institute of Tourism and Hospitality Studies

Certificate in Fundamentals of Digital Marketing, The Open University

School Certificate – O’level, Chinika Secondary School/ECZ

1. Head of Pastry Department

The Royal Livingstone Hotel.

Chef Kennan

0978058223

Livingstone.

2. Store Manager

Panarottis Pizza and Pasta

Sameer Kazi

0960707376

Lusaka.

3. Lumano kalunga

Finance manager, Gigibonta

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