



CURRICULUM VITAE OF CHULE MABUNU

B. COMM IN INTERNATIONAL HOSPITALITY MANAGEMENT

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Introducing myself

I am a competent hard worker with a friendly personality and plenty of customer service experience, including the ability to communicate with customers clearly and politely. I have good inter-personal skills and I am highly organized; task and time oriented and can cope in solitude as well as work with others in a team effort. I pride myself in being a hands-on leader and always strive to motivate people whenever I can. I also take pride in meeting targets set for my department in spectacular fashion.

Personal details

Date of birth: 09/10/1998

Gender: Male

ID number: 9810095249085

Cell phone number: 0780931272

Personal email: chulemabunu@gmail.com

Skype name: live: cid.1caa13074cad710e

Home Address: 26 Willow Creek Estate, 29 Swallowtail Street Little Falls, Roodepoort

Current address: 1 inyanga Close, Sunninghill, Sandton, 2157

Citizenship: South African

Country of residence: South Africa

Best time of day to contact: 8AM to 13:00PM South African time.

Date available to start: Immediately.

Tertiary education

Educational Institution Name: 3rd Year Stenden South Africa

Location: Port Alfred, South Africa Educations start date: February 2019

Field of Study: BCom Degree in Hospitality Management

Modules and Grades: Career Development -65%

- ❖ MODULE 1: Strategic Management- 59%
 - Strategic Analysis Test- 62%
 - CBL (Case based learning)- 75%
 - Strategic Design and Choice- Report and Presentation- 55%
 - Hospitality research Project (Proposal/Final)- 55%
- ❖ MODULE 2: Psychology of Management and Organization- 75%
 - Assessment Session Test- 97%
 - CBL (Case Based Learning) - 81%
 - Practice- 71% Practical Work at the My Pond Hotel in Port Alfred where I was the Kitchen Manager for 12 weeks.
 - Hospitality Research Project (Proposal/Final)- 55%

Educational Institution Name: 2nd Year Stenden South Africa

Location: Port Alfred, South Africa Educations start date: February 2018

Field of Study: BCom in Hospitality Management

Modules and Grades: Career Development – 83%

- ❖ MODULE 1: Hospitality Operations Environment -62%
 - Financial Analysis- 65%
 - Law- 65%
 - PBL (Problem based learning) -55%
 - Operational Environment presentation-65%
 - Operational Environment report-60%
- ❖ MODULE 2: Hospitality Operations Performance – 70%
 - Hotel Procedures PBL= 70%
 - Hotel Procedures Test-74%
 - HOTS Simulation -56%
 - Supervisory Practice= 74 % This was done At the My Pond Hotel, here I was a student supervisor for 4 weeks in the Front Office, Housekeeping, Restaurant and Kitchen department totalling 16 weeks.

❖ **MODULE 3: Minor Hotel opening management – 77%**

- Case Based Learning (CBL)= 70%
- Module Assignment = 78%
- Student Led Seminars= 85%
- Test= 70%

❖ **MODULE 4: Hospitality Operation Design – 72%**

- Business Statistics = 62%
- Revenue Management Theory = 67%
- Assignment Service Concept and Operations PBL = 63%
- Service concepts and operations report- 83%

Educational Institution Name: 1st Year Stenden South Africa

Location: Port Alfred, South Africa

Education start date: February 2017

Field of Study: BCom Degree in Hospitality Management

Modules and Grades: Career Development – 73%

❖ **MODULE 1: Real World Learning – 90%** This was to be done at the My Pond Hotel where I worked for 16 weeks in the Kitchen, Housekeeping, Restaurant and Front Office Department.

- Personal and Professional Competencies = 79%
- Technical Competencies Food and Beverage=100%
- Technical Competencies Rooms Division = 100%

❖ **MODULE 2: Hospitality Operation – 57%**

- Hospitality Finance - 55%
- Hospitality Foundation - 55%
- PBL (Problem Based Learning)-77%
- Assignment The Hospitality Industry = 55%

❖ **MODULE 3: Guest Experience – 78%**

- Business English Skills Exam = 72%
- Business English Written Test = 74%
- Integrated applied Marketing = 86%
- Assignment Integrated Applied Research = 73%

❖ **MODULE 4: Resources – 69%**

- Business English Skills test = 60%
- Business English Written exam = 73%

- Financial Accounting = 55%
- Assignment Integrated Applied Research = 75%
- PBL-70%

High School and Primary Education

High school: Hexagon High School grade 10 to grade 12

High school subjects: Math's Lit, Business Studies, Life Sciences, Geography, English Home Language,

IsiXhosa First Additional Language and Life Orientation.

Primary: Get Ahead Project grade 1 to 7, Get Ahead college grade 7 to 9

Work experience

Business name: Gigi restaurant

Location: Johannesburg

Position: Senior Front of House manager

Duration: Currently employed

Key responsibilities: I started at Aman restaurant in Woodmead and after proving my skills in just one week I was moved to Gigi Restaurant in Waterfall. Since my time at Gigi I went from Junior Manager to Front Of House Manager and now I am currently a Senior Front of House Manager where I Oversea Ordering bar and kitchen inventory, Liaising with suppliers for better prices and payments, Stock taking, Daily cash-up filing invoices, Controlling expenses by cutting down where it is necessary without compromising the business. I also help reach targeted GP levels by managing budgets and controlling costs as well as achieving budgeted revenue targets. I am responsible for Creating staff rosters and maintaining appropriate staffing levels, facilitating food & wine trainings with staff as well as service etiquette trainings, performing staff appraisals, interviewing and onboarding of new staff members, complying with health and safety protocols, managing and facilitating events, setting clear expectation for staff on every shift by leading vibe meetings, taking ownership of guest complaints and solving them using the L.A.S.T method (Listen, Apologize, Solve, Thank the guest), creating long lasting relationships with guests to guarantee returning business, communicating with G.M about operations, Ensuring guest satisfaction through understanding their needs and by going the extra mile, creating a positive environment for all employees and responding quickly to employee concerns, using the AGILE methodology to influence, encourage and lead staff members, assisting in maintaining control measures to ensure food & beverage costs, labour costs and operating supply costs align with budget, managing bookings and payments on dineplan, opening and closing duties, managing waiter table rotation and sections ,liasing with H.R for payroll.

Business name: Sky Villa Boutique hotel by Raw Africa

Location: Plettenberg Bay

Positions: Food and beverage and Front office

Duration: 7 months

Key Responsibilities: Stock taking, Daily Cash up reports, Weekly Flash reports, Void reports, formulating staff rosters, Assisting in Training of staff, ordering inventory, Checking-in and checking out guests, Daily payment recon on Nights Bridge, Booking.com and Expedia. Night audit accounting reports, ensuring guest satisfaction levels are met, Process reservation requests and cancellations, handing out daily handovers and briefings, coordinating with restaurant for dining reservations, ensuring guest special requests are met, bar variance management, responding to complaints, office administration duties, waitering and serving, maximizing sales by responding to guests/agents quickly and accurately, Show potential guests the facilities and check availability on requested dates. Notifying Food and beverage department on bookings.

Business name: The historic Pig and whistle

Location: Bathurst

Position: Food and beverage and Front office

Duration: 4 Months

Key Responsibilities: Event menu planning, Bar and restaurant stock taking, making sure guests experience standards are met, Bartending, ensuring guest satisfaction standards are met, Table setting, maintaining food costs, Track no-show reservations and processes charges as needed, responding to emails, answering the landline, responding to OTA messages, upselling menu products, preparation of cutlery, taking dinner reservations, liaising with guests, billing and taking manual payments.

Business name: Royal St Andrews Location: Port Alfred

Position: Waiter

Duration: Two months (for external hours required by Stenden University)

Key Responsibilities: Table set-up, Deep cleaning the restaurant, Barista, Set tables according to type of event and service standards. Answer questions on menu selections. Communicate with the kitchen regarding menu questions, the length of wait, re-cook orders, and product availability. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Maintain cleanliness of work areas throughout the day. Complete opening and closing duties. Present physical and accurate check to guest and process payment.

Business name: My Pond Hotel

Location: Port Alfred

Position: Rotational (Housekeeping, Food and beverage, front of house, Kitchen)

Duration: 1 Year

Key responsibilities: Checking-in and checking out guests, Responding to reviews on OTAs like Booking.com and Expedia, Ordering kitchen inventory, Assisting in Event planning including menu creation, cost pricing of menu items, making marketing material like posters and video adverts, Room turndowns, Upkeeping of rooms with chemicals and houseman duties, Bartending, Preparing and plating food, chopping, Waste management, giving guests tours of the hotel, maximize room revenue by upselling rooms, briefings from shift to shift, wine and food pairing, Maintaining PAR levels and REVPAR, calculating Yield, poster creation, conference and event set up, training of 1st and second years. Event planning as 3rd years get to plan an event at the school hotel. I have also had a short run at being an entrepreneur in 2022 where I started making and delivering Mexican food to customers in my hometown in Queenstown where I rented a storage container at Orange plant Queenstown and used it as my base of operations for 8 months before my internship after covid-19 restrictions.

Interests and activities

I am interested in reading books, and I'm interested in food. I am also interested in psychology and getting to know people. I am interested in learning new skills everyday as I feel like one can never know enough. My hobbies are working out, as mentioned beforehand reading books and autobiographies, I'm learning how to play instruments like the piano. I enjoy sports such as rugby, soccer, swimming, and athletics.

Skills and qualifications

Computer skills: Microsoft word, Excel, Power Point and One note, Pilot, Semper, GAAP, Micros, and VSDC video and content editor

Qualifications:

Graduated with a B.COMM degree in hospitality Management

References

Name: Jethro Makunde

Position: Senior Food & Beverage Manager

Company Name: Gigi restaurant

Contact: 0717867704

Email: jethromakunde.jw38@gmail.com

Name: Jerry zozi

Position: F.O.H.Manager

Contact: 0788160648

Email address: jerrymzosi@gmail.com

Name: Patric

Position: Senior Manager Aman Woodmead

Contact: 0613519392

Name: Benedict Joshua Fontuin

Position: Duty Manager

Company name: Sky Villa boutique hotel by Raw Africa

Contact: 0724450506

Email address: joshuafortuin00@gmail.com

Name: Zandilee Kemp

Position: General Manager

Company Name: Sky Villa Boutique Hotel by Raw Africa

Contact: 076 848 3467

Email: manager@skyvilla.co.za

Name: Sharmilla Simon

Position: Executive Chef/ Chef Instructor

Company name: My Pond Hotel South Africa

Contact: (+27) 078 250 2204

E-mail address: sharmilla.simon@stenden.com

Name: Kriston Montgomery

Position: Former Food and beverage manager

Company: The historic Pig and whistle Inn

Contact: 0783807563

Name: Andre Steyn

Position: Career development Coach and former operations GM of Sun City

Company: Stenden university

Email: andre.steyn@nhlstenden.com

Contact: 0828070533

7931102



This is to certify that all the requirements having been met,
the degree

**Bachelor of Commerce
Hospitality Management**

With all its associated rights and privileges,
was conferred upon:

Chule Mabunu

Identification Number: 9810095249085

At a congregation of Stenden South Africa on:

17 May 2024

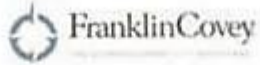
Dr. Megan Sharrock
Chair Exam Committee


Dr. Juliet Chipumura
Academic Dean


Dr. Wouter Hensens
Executive Dean

Stenden South Africa is registered with the Department of Higher Education and Training as a private higher
education institution under the Higher Education Act, 1997 (Act no 202 of 1997).
Serial listing on the certificate indicates authenticity. Certificate No. 2700034





Certificate of Completion

FranklinCovey is pleased to present

Chule Mabonu

this certificate for successfully completing

The 7 Habits of Highly Effective College Students

Issued 2017


Dr. Stephen R. Covey


Dr. James H. Thompson

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Gigi Restaurant

EMPLOYEE OF THE YEAR

Presented To :

CHULE MABUNU

In recognition of your extraordinary dedication and valuable contributions,
we extend our sincere appreciation. Your commitment makes a difference.


Sobail Mumtaz



05 June 2023

Tel: 087 550 2967
Cell: 076 848 3467
Email: manager@skyvilla.co.za

To whom this may concern,

Reference letter for Mr. Chule Mabunu

This letter serves to confirm that Mr. Chule Mabunu joined us as a hospitality intern, at Sky Villa Boutique Hotel.

Chule commenced his internship at Sky Villa Boutique Hotel from the 14th of November 2022 until the 22nd of May 2023.

The breakdown of the departments he worked are as follows:

Housekeeping Dept: 1 Month
Food & Beverage Dept: 2 Months
Front Office Dept (Based at Sky Villa): 3 Months

Chule performed well across all departments; we did however find him to be the perfect fit in the Front Office Department and Food and Beverage Department. During the time that Chule worked with us, he completed his duties diligently and with enthusiasm.

I do wish Chule every success in his career and do hope that this letter of recommendation assists him in finding a suitable position.

Kind regards,

A handwritten signature in black ink, appearing to read "Zandee Kemp".

Zandee Kemp
General Manager