

Anneke Viljoen

Durbanville, Melody Ridge

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Languages: English (Fluent), Afrikaans (Fluent)

Professional Summary

Resourceful and friendly professional with over 10 years of experience in hospitality and retail management. Skilled in team leadership, customer engagement, and event coordination. Currently transitioning into tech through self-funded web development studies. Motivated to blend service excellence with innovative digital solutions in a hybrid or tech-forward role.

Skills

- Customer Service & Relationship Management
- Team Leadership & HR Support
- Project & Event Management
- Stock Control & Cost Management
- Conflict Resolution & Service Recovery
- Tech: HTML, CSS, JavaScript (in progress), React (learning), GitHub, VS Code, Bootstrap
- CRM: Papyrus Manager, Dine-Plan
- Productivity: Microsoft Office, Google Workspace

Work Experience

Waiter | Evert Opstal

June 2024 – Present

- Providing friendly and attentive table service in a busy restaurant environment
- Ensuring guest satisfaction through excellent communication and service delivery
- Handling orders, dietary needs, and upselling specials
- Currently waitering to fund my studies in front-end development

Manager | Bargain Books

April 2023 – February 2024

- Managed stock by placing supplier orders and maintaining inventory levels
- Oversaw staffing, scheduling, and HR-related functions
- Ensured customer satisfaction, handled service recovery, and organized events
- Maintained CRM system (Papyrus Manager) and attended management meetings

Assistant Manager | Klein Roosboom

June 2022 – February 2023

- Handled guest reservations via Dine-Plan and direct calls
- Led customer service delivery and recovery during private events
- Managed stock, enforced standards, and created work checklists

General Manager | Bull&Roo (EatX Dubai)

2015 – 2019

- Led 60+ FOH and BOH staff, drove sales, managed P&L and supplier sourcing
- Reduced costs through recipe and portion control
- Initiated recognition programs and performance incentives
- Analyzed sales reports, led private events, and implemented staff KPIs

Senior Server | Hilton Resorts (Marco Pierre White Grill)

2012 – 2014

- Part of the opening team with WSET Level 2 & HACCP certifications
- Trained as a supervisor; consistently led in sales per shift

Education

Certificate in Project Management (NQF 5)

North West University, 2012

National Senior Certificate


Charlie Hofmeyr, 2007 – 2011

References

Matthew Connell – On request

 matthewjconnell@outlook.com

Aaron Jones – On request

 aaronkanejones@outlook.com
