**Bjorn Worrall**

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**Communications**

**Email: bjornworrall@gmail.com**

**mobile: +27665806644**

**South African ID: 8909 0152 0987**

**experience**

* Over 10 years’ experience in the hospitality industry
* Highly skilled receiving of and hosting patrons ensuring their culinary experience is enjoyable and of a high standard.
* Involved in training of staff members with steps of service
* PIC certificate on hand
* In-depth knowledge of standard operating procedures of Restaurants, bars and coffee shops (fast food to fine-dining) from waitron to managerial positions.
* Comprehensive knowledge of presenting bill and accepting payment
* Able to maintain inventory of beverages and wine glassware
* Comprehensive knowledge of PILOT & GAAP
* Demonstrated ability to greet patrons, present menus, make suggestions and reply questions
* Hands-on experience in taking orders and communicate to kitchen and bar staff
* Proven record of preparing and serving specialty foods at tables
* Able to assist guests in menu selection, and provide accurate and detailed information
* Proven ability to recommend wines that complement patrons’ meals

**qualifications & skills**

* Paarl Boys High & - Matriculated at Knysna High in 2008 – Certificate Available Upon Request
* 6 Years’ Experience in the Hospitality Industry from waitperson to management.

**achievements**

* Regional Junior Chess Champion 2001 – 2007
* Regional Senior Chess Champion 2004 – 2008
* South African Gold Medal Chess Champion 2003

**Professional Experience**

**Kyoto Garden Sushi-Manager(January 2022-Current)**

* Marketing of restaurant and social media
* Handling of food quality control
* Planning of Menus with owner
* Recruiting and Training of staff members
* Maintaining stocks levels
* Knowledge of audits
* Dealing with complaints
* Handling of 20 staff members
* Knowledge of par levels
* Administration handling
* Handling of disciplinary procedures

**Besters International Realty- Real Estate Marketing & Administrator Manager( September 2020-Present (Part Time)**

* Manage website design, content, SEO development and tracking analytics to ensure all content is up to date and relevant.
* Support the company by tracking incoming leads/prospects so marketing campaigns can be adjusted accordingly to help ensure company growth
* Handling of documentation of contracts between agencies and clients
* Maintaining social media
* Scheduling of meetings
* Maintaining contact with clients.
* Ensuring implementation of all data

**Bombay Borough DIFC-Restaurant Manager(September 2019-April 2020)**

* Working with P+L statements
* Recruiting and Training of staff members
* Maintaining stocks levels
* Knowledge of audits
* Dealing with complaints
* Handling of 70 staff members
* Marketing of restaurant
* Knowledge of par levels
* Administration handling
* Handling of disciplinary procedures

**Texas Roadhouse-M.H Alshaya-Assistant Restaurant Manager(july 2017-August 2019)**

* Scheduling of staff rotations
* Supervising and training of staff of over 80
* Knowledge of Basic safety and food hygiene
* PIC certificate on hand
* Maintaining stock level
* Handling of up 1500 guests daily
* knowledge of store and Financial Audits
* Knowledge of LPO’s
* Knowledge of par levels
* Handling of administration
* Encouraging staff members and pushing for daily and monthly targets
* Part of an international training centre
* Knowledge of disciplinary procedures
* Handling of building maintenance

**Pastis Brasserie Constantia - Restaurant Manager** (December 2015 – July 2017)

* Recruiting, training and supervising of staff of 18.
* Agreeing and managing budgets with Establishment Owners
* Planning of menus with Head Chef
* Ensuring compliance with licensing, hygiene, health and safety legislation and guidelines.
* Promoting and marketing the business
* Overseeing stock levels
* Ordering of supplies
* Scheduling of staff rotation schedules
* Handling customer enquiries and complaints
* Taking reservations
* Greeting and advising customers
* Problem solving
* Assessing and improving profitability
* Setting targets
* Handling administration and paperwork
* Liaising with customers, employees, suppliers and sales representatives.

**Pastis Brasserie Constantia - Waitperson (**November 2014 – December 2015**)**

* Recommending Specialty dishes to clientele.
* Effective promotion of specified menu items.
* Advising guests on meal preparation and service.
* Coordination with kitchen staff to ensure timely and accurate order preparation and delivery.

**Raj Restaurant Constantia Senior Waitperson (**Jan 2013 – Nov 2014)

* Recommending Specialty dishes to clientele.
* Effective promotion of specified menu items.
* Advising guests on meal preparation and service.
* Coordination with kitchen staff to ensure timely and accurate order preparation and delivery.

**Wasabi Sushi Restaurant – Waitperson -** (July 2010 –Jan 2013)

* Recommending Specialty dishes to clientele.
* Effective promotion of specified menu items.
* Advising guests on meal preparation and service.
* Coordination with kitchen staff to ensure timely and accurate order preparation and delivery.

**references**

| **company** | **contact person** | **contact number** |
| --- | --- | --- |
| **Bombay Borough** | **Sanjay Gupta**  **( General manager )** | **+971509053789** |
| **Besters International Realty** | **Ronel Heyns**  **(CEO)** | **+27 76 087 4618** |
| **Pastis brasserie** | **Dion poggenpoel**  **( general manager)** | **+27833088074** |