

CURRICULUM VITAE OF

Osborn Chiukuseh



SUMMARY:

Please find below my application for the position of **General Manager** or similar role within the Hospitality Industry.

I hold an International Hospitality Management Diploma and Hospitality Catering Diploma – and have over 25 years' experience within the Hospitality Industry specialising in the improvement and streamlining of operations to supersede Guest/ Client expectations through 5* star performance with a team who is empowered and developed to meet all operational challenges and primed to develop and succeed within the company through my supportive and co- operative management/leadership style.

I am seeking a long-term permanent position and am available at reasonable short notice should my application be successful.

Thank you for your kind consideration.

PERSONAL DETAILS:

First Names:	Osborn
Surname:	Chiukuseh
Nationality:	Zimbabwean
Date of birth:	6 June 1974
Gender:	Male
Current Residence:	Working in Ghana / Home – Zimbabwe
Languages:	English

CONTACTS:

Contact Email:	osborn.chiukuseh@gmail.com
Telephone No's:	+233 594741718 [Ghana] +263 772 275 083 [Zimbabwe]
Website:	https://osbornchi.netlify.app/
LinkedIn:	https://www.linkedin.com/in/osborn-chiukuseh
Official Address:	32 William Pollet Road, Chishawasha Hills; Harare, Zimbabwe

EDUCATION:

Year Completed:	2021
	Third Semester MBA
	Zimbabwe Open University
Year Completed:	1990
Highest Grade:	3 A Level Passes – Cambridge 7 O Level Passes - Cambridge
School Attended:	Ellis Robins Boys High School,
Location:	Harare, Zimbabwe
Year Completed:	1992
Qualification:	Diploma, Hotel and Catering Operations
Institute:	Bulawayo Polytechnic
Location:	Bulawayo, Zimbabwe
Year Completed:	2002
Qualification:	International Hospitality Management Diploma
Institute:	ILSA College - American Hotel and Lodging Association
Location:	Harare Zimbabwe
Year Completed:	2000
Qualification:	IMM- / Post graduate Diploma in Marketing
Institute:	Mandel Training Centre Institute of Marketing Management (South Africa)
Location:	Harare, Zimbabwe
Year Completed:	2010
Qualification:	Certificate in Services Marketing
Institute:	Edinburgh University
Year Completed:	2010
Qualification:	International Computer Driving License (ICDL)
Institute:	Speciss College
Location:	Harare, Zimbabwe

OTHER COURSES & TRAINING:

1997 – 1998 Harare, Zimbabwe	Principles of Management	Anglo- American Training Centre
1997 – 1998 Harare, Zimbabwe	Finance for non-financial	Anglo- American Training Centre
1997 – 1998 Zimbabwe	Presentation Skills for Managers	Anglo- American Training Centre Harare,
1997 – 1998 Harare, Zimbabwe	Assertive Skills	Anglo- American Training Centre
1997 – 1998 Harare, Zimbabwe	Zimhost Customer Care Certificate	Anglo- American Training Centre
1997 – 1998 Harare,Zimbabwe	Zimhost Customer Care Trainer	Anglo- American Training Centre
1998 Vereeniging, South Africa	Reddin Managerial Effectiveness	SeminarMaccaulei Training Centre-

MEMBERSHIPS AND AFFILIATIONS:

2009 – 2014 Harare, Zimbabwe	Project Finance Secretary	Salvation Army City Corps,
2002 – 2013 Harare, Zimbabwe	Member	Royal Harare Golf Club,
2007 -2008 Accra, Ghana	Member	Achimota Golf Club,
2004 – 2005 Zambia	Member	Lusaka Golf Club, Lusaka
2003 -2009	Chairperson & Vice Chairperson -	Harare Branch Hospitality Association of Zimbabwe
2003- 2004 Zimbabwe	National Executive Member	Hospitality Association of
2002 -2004 Association	Chief Adjudicator	Zimbabwe Chefs
2004	Member	Hotel & Catering Institutional Management Association United Kingdom
2005 Zambia	Member	Institute of Directors,
2005 Zambia	Member	Rotary Club of Lusaka,

COMPUTER SKILLS:

- MS Office – Word, Excel, Power Point
- Email, Internet
- Various Hospitality Management Systems

KEY ATTRIBUTES:

- **Effective Listening Skills** – Active ability to understand information provided, and display interest in the topic discussed thereafter giving informed feedback.
- **Motivation** - skilled in methods to effectively motivate employees.
- **Share Knowledge / Skills Transfer** - open and free exchange of industry best practices.
- **Accept Change** – embrace change and convey a positive attitude to employees in my care.
- **Integrity** - solid integrity and set the bar high for both me and employees in my care.
- **Support** - there to offer support when it is necessary for employees in my care.
- **Passion** - real passion for the Hospitality Industry as a whole.

AREAS OF SPECIALISATION and SKILLS SUMMARY:

- | | |
|-----------------------------|---|
| • Hospitality Leadership | • Business Management |
| • Strategic Planning | • Strategy Development & Implementation |
| • Productivity Optimization | • Negotiation & Presentation Skills |
| • Staff Management | • Event Coordination Insight |
| • Problem Resolution | • Pre-Opening Hotels and Resorts |
| • Customer-centric | • Human Resource Practices |

EMPLOYMENT HISTORY SUMMARY:

2 June, 2023 to present HOTEL OPENING	General Manager	Marlin Resort, Gomoa Fetteh, Ghana, 5 Star, (NEW) www.marlin-resort.com First all-inclusive Resort in West Africa 5 Restaurants, 6 Bars, VIP Lounge, 105 Rooms, Spa, Gymnasium, simulated golf technology, Night Club, Tennis Court, Beach Soccer and Volleyball, horse riding and quad biking, soft archery. And local games
1 October, 2022 to 30 May, 2023 OPENING	Hotel Consultant	Lagoon Beach Hotel, Keta, Ghana (NEW HOTEL)
Jan 2019 – 30 June 2021	General Manager	Peace Holiday Resort, Volta and Atlantic Estuary, Accra, Ghana
Jan 2017 – Dec 2018	Senior Manager	Ferryman's Tavern / Mitchell's Brewery Waterfront Cape Town, SA
1 Jan 2015- Dec 2016	Events Director	Royal Flair Events – Harare, Zimbabwe
April 2010 – Dec 2014	General Manager	Cresta Hotels, Cresta Jameson Hotel, Harare Zimbabwe (4 STAR)

Aug 2008 – Mar 2010 Harare,	Operations Manager	Cresta Hotels, Zimbabwe Properties,
Nov 2006 – Dec 2008 Accra,	General Manager	Cresta Hotels, Cresta Atlantic Resort, Ghana (NEW HOTEL OPENING)
Sept 2004 – Oct 2006	General Manager	Cresta Hotels, Cresta Golfview Hotel, Lusaka, Zambia (NEW HOTEL OPENING)
Mar 2002 – Aug 2004	General Manager	Cresta Hotels, Cresta Lodge, Harare Zimbabwe (175 ROOMS,3 STAR)
Aug 1996 – Feb 2002	Center Manager	Anglo American St Lucia Park Training & Conference Centre Harare Zimbabwe
Mar 1994 – Aug 1996	F&B Manager	Quality International Hotel, Harare, Zimbabwe (NEW HOTEL OPENING)
Dec 1993 – Feb 1994	Management Trainee	Zimbabwe Sun Hotels, Lake View Hotel, Kariba, Zimbabwe
Jun 1993 – Nov 1993 Hotel,	Management Trainee	Zimbabwe Sun Hotels, Bulawayo Sun Bulawayo, Zimbabwe
Jan 1992 – Jun 1993	Management Trainee	Zimbabwe Sun Hotels, Monomotapa Hotel, Harare, Zimbabwe

CONTACTABLE REFERENCES

Sarah Mukombo, Cresta Hospitality, Human Resources Manager

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Mr. C D Tailor, Chairman - Cresta Golfview Hotel – Lusaka, Zambia

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Osbourne Majuru, Chief Executive Officer, Cresta Hotels - Harare, Zimbabwe

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