**Edrige Ernest Johnson**

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Age : 33

Nationality : South African

Driver’s License : South African & U.A.E driving License

***TERTIARY EDUCATION***

Institution : **CTI - University Of Wales**

1st Year Qualification : **International Diploma in Business**

2nd Year Qualification : **International Advanced Diploma in Business**

3rd Year Qualification (Degree) : **Bsc in Business Administration (BA)**

Nelson Mandela Metro University : **Practical Labour Law Certificate**

Global Tefl United Kingdom : **Global Tefl Certificate**

HACCP- Dubai **: Person in Charge**

**: Level 3 Supervisory HACCP & Food Safety**

***EMPLOYMENT HISTORY***

**Radisson Blu Hotel- (South Africa) 5 Star**

**Waiter/Barman/Banquets**

**Jan 2005- Dec 2008**

* Consistently provided professional, friendly and engaging service.
* Skillfully promoted items on beverage lists and restaurant specials.
* Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
* Displayed enthusiasm and knowledge about the restaurant's menu and products.
* Set dining tables according to type of event and service standards.
* Resolved guest complaints quickly and efficiently.
* Assertively upsold alcoholic beverages, appetizers and desserts.

**Mirasol Country Club (Florida U.S.A)**

**Barman/Waiter- Restaurants & Banquets**

**Jan 2009………. Promoted to**

**Restaurant Manager**

**Jan 2010-Sept 2012**

* Managing everyday duties in the restaurant
* Stock counts
* Daily/Weekly Sales reports
* Managing customer relations
* Schedule staff work hours and activities.
* Decision making and problem solving

**Radisson Blu Hotel (South Africa)**

**F&B Manager- Restaurant Ala Carte & Banquets**

**October 2012- September 2015**

* Carefully interviewed, selected, trained and supervised staff.
* Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
* Interacted positively with customers while promoting hotel facilities and services.
* Correctly calculated inventory and ordered appropriate supplies.
* Strategically developed effective marketing plans to increase sales and profits while managing costs.
* Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
* Led and directed team members on effective methods, operations and procedures.

**Play Restaurant & Lounge (Dubai)-H Hotel- 5 Star**

**Assistant Manager-Pre-Opening**

**October 2015- November 2017**

* Meet, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
* Work within budgeted guidelines in relation to Food and Payroll
* Develop menus with the other food and beverage team members
* Set targets and objectives for FOH team members
* PNL
* Social media
* Assist with overall operations of the restaurant.
* Lead F&B team in various; delegate tasks and duties for staff.

**Dubai Creek Golf Resort & Park Hyatt Hotel Dubai**

**Restaurant Manager**

**Nov 2017 – June 2021**

* Staff Management
* Controlling all cost- food & beverage
* Maintaining & increase revenue & meeting profitability goals
* Maintain food quality & customer service standards.
* Training
* PNL
* Forecasting
* Budgets
* Manage daily operations- FOH & BOH
* Daily & weekly reports

\*References available on Request.