

Bjorn Worrall



COMMUNICATIONS

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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