**L A S T M U N Y A N Y I**

19 Derby Road

Bertram’s

Johannesburg

South Africa

2094

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**Email: lamchik73@gmail.com**

Educational Qualifications

Program in Total Quality Management - An internal Customer Approach

**University of South Africa(UNISA) 2017**

National Diploma in Hospitality Management

**Higher Education Examination Council Zimbabwe2004**

Diploma in Vocational and Technical Education specializing in hospitality management

**University of Zimbabwe2005**

Course in Game Lodge Management

**Wildlife Campus FGASA conferred**

Certificate in Hotel and Catering Supervision

**Institute of Commercial Management 1999**

Course in Customer Service Management

**University of South Africa 2009**

National Diploma in Human Resources Management

**Department of Higher Education and Training South Africa (RSA) 2014**

Course in Strategic Management

**University of South Africa2010**

Personal Details

Date of Birth : 02 September 1973

Gender : Male

Languages : English

Nationality : Zimbabwean

Health Status : Excellent

Criminal Record: Clean

Driver’s license : Code 8(RSA)

Career objectives

Seeking a challenging position with a slant towards quality control, quality assurance and training and development and overall lodge or hotel operation management within a dynamic hospitality organization that will enhance my professional skills.

**AREAS OF EXPERTISE**

* Training and development
* Quality Management systems implementation (ISO 9001, OHSAS 18001 and ISO 9001)
* HACCP system implementation
* Customer Service
* Food and beverage management
* Quality control and quality assurance
* Financial administration
* Front office operations
* Food preparation and service
* Purchasing
* House keeping

Computer Literacy

Proficiency in Microsoft word, Microsoft outlook, Microsoft excel, Microsoft powerpoint, email and internet.

Work Experience

Lake view Inn (Kariba Resort Town Zimbabwe)

Trainee

**Duties:**

* Food and beverage control
* Food preparation
* Purchasing commodities
* Reservations
* House keeping
* Reservations

Richfield Graduate Institute of Technology

Lecturer/Facilitator (2017-2018)

**Duties:**

* Teaching Total Quality management module
* Teaching communication and human relations module
* Lecturing Management communication module
* Lecturing Hospitality management courses

**Tobacco Processors Zimbabwe (**Quality controller 2008 – 2010)

Duties and Responsibilities:

* Taking samples and recording test results
* Remove all processed tobacco bales hat fail to meet specification
* Recommending adjustments to the production process
* Report inspection and test data
* Documenting and updating inspection results by completing documentation reports and logs
* Monitoring operations to ensure that they meet required standards

**Kwezi Infrastructure Services**

PA to Sipho Mahamba CEO October 2018 to November 2019

* All duties associated with secretarial job including but not limited to

References

MrChinembiri (Compass Manager)

Richfield Graduate Institute of Technology

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TonderaiChivanga( Quality Asurance and control Supervisor)

Tobaco processors Zimbabwe

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Sipho Mahamba CEO

Kwezi Infrastructure Services

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