

# JEROME

---

## ZAMBIA

### Professional Statement

With a keen eye for detail and a genuine passion for hospitality, people, interaction, and creating unforgettable service experiences, I am committed to creating a welcoming atmosphere, ensuring each guest's experience is memorable. Throughout my journey in the food and beverage industry, I've built strong communication skills and a deep understanding of what truly makes guests feel valued. I believe great service isn't just about presentation, it's about emotion. By understanding a client's needs and desires, I aim to deliver moments that feel personal, meaningful, and worth remembering.

I'm someone who loves to learn, grow, and connect. I value teamwork, but I also know when to take the lead and set an example. My goal is to continue sharpening my skills, expanding my knowledge, and building strong networks that align with my passion for hospitality.

With Middle East's high standards and dynamic culture, I see the perfect environment to evolve into the best version of myself, both as a professional and as a person dedicated to delivering excellence in every interaction.

### Experience

#### WAITER/BARMAN | ORANGE TREE PUB | ZAMBIA

SEP 2020 – MARCH 2021

- Welcomed guests, took drink orders, and served beverages promptly and courteously
- Prepared and served a variety of alcoholic and non-alcoholic beverages according to standard recipes and customer preferences
- Kept the bar area clean, organized, and sanitized at all times
- Suggested & or upsold products
- Engaged with guests to foster a friendly and lively environment
- Made cocktails and kept records of stock at bar
- Processed payments and compiled reports
- Prepared the bar for service and cleaned up after closing

**Achievement:** I was promoted after 3 months of working as a waiter to a bar man because the company liked my enthusiasm and my charisma and how hard I worked daily.

#### HEAD MIXOLOGIST | HASHTAG SPORTS BAR | LUSAKA, ZAMBIA

APRIL 2021 – DECEMBER 2021

- Created cocktail menus, signature drinks, and seasonal specials attracting and retaining customers
- Ensured all drinks were prepared to high standards, maintaining consistency, and

- monitoring ingredient quality
- Provided excellent service, engaging with patrons, and creating a welcoming atmosphere
- Ensured the bar was well stocked and prepared the inventory reports
- Ensured cleaning and hygiene

Achievement: I acquired the ability to work under pressure

**FOOD & BEVERAGE TEAM LEADER | HAPPY HIPPO PUB & GRILL | ZAMBIA    JUNE 2022 – APRIL 2023**

- Coordinated and lead my juniors in providing solutions
- Warmly welcomed guests and processed their orders
- Created special promotions for holiday meals and bars
- Processed payments accurately and assisted in reconciling sales report
- Prepared daily sales reports
- Assisted in stock purchases, posted in POS and managed inventory
- Provided stock analysis
- Delegated to team members

Achievements: I achieved a high level of knowledge with regard to the restaurant business. I learned a lot about POS systems not just from a waiters/barman's perspective but from a manager's point of view. I learned how to manage and lead people. I achieved a good level of speed as I was responsible for so many different things. I learned further how to handle stress and overwhelming experiences.

I enrolled for college and committed to college

**MIXOLOGIST | ALITA SPARKLING WINE | LUSAKA, ZAMBIA**

**JANUARY 2025 – SEPT 2025**

- Creating cocktail menus, signature drinks, and seasonal specials to attract and retain customers
- Ensuring all drinks are prepared to high standards, maintaining consistency, and monitoring ingredient quality
- Ensuring adherence to health, safety, and licensing regulations related to alcohol service
- Assisting with special events, tastings, and promotions to enhance customer engagement
- Staying updated on industry trends, new spirits, and mixology techniques to keep offerings fresh and innovative
- Managing bar stock, ordering supplies, and minimizing waste to ensure the bar is well-equipped and profitable
- Creating content and promoting and upselling
- Pitching to event planners for access to showcase the Alita brand

## Education

SHAKESPEARE COLLEGE | LUSAKA, ZAMBIA

2018 – 2020

IGCSE's

WANSANJI COLLEGE OF TOURISM | LUSAKA, ZAMBIA

2023 – 2025

- Advanced Diploma in Tourism & Business studies
- Diploma certificate in Tourism & Business studies

## Key Skills & Abilities

Languages Spoken

- English

LEADERSHIP

- Was appointed as a Floor manager
- Head of bar staff

## Hobbies/Interests

- Fitness
- Swimming
- Making cocktails (mixology)
- Fine arts
- Travelling