

Charles Ngwenya



Phone

078 860 3066



Email

madondomarco@gmail.com



Address

Willing to relocate

Core Competencies

- Experienced as Bartender
- Knowledge of Hospitality Management
- Cocktail and beverage preparation
- Exceptional customer service
- Inventory management
- Food inspection
- Cash and credit transaction handling
- Sanitation and cleanliness maintenance
- Personalized drink recommendations
- Team training and supervision
- Collaboration with kitchen staff
- Compliance with health and safety standards
- High-volume service efficiency
- Creative special development
- Event coordination for smooth service
- Accurate daily sales recording
- Guest engagement and rapport building
- Conflict resolution and complaint handling
- Detail-oriented task management
- Efficient time management
- Multi-tasking in dynamic environments

Education

Fourways High School
Grade 12
2005

Reference

 **Pauline Khumalo**
Email: paulinekhumalo93@gmail.com
Phone: 067 750 0901

Career Objective

Experienced and dedicated hospitality professional with over 15 years in high-end bartending, specializing in delivering exceptional guest experiences and personalized service in luxury environments. Skilled in crafting cocktails, managing inventory, and maintaining a clean, organized bar area while upholding the highest standards of health and safety. Proven ability to train and lead junior staff, optimize operations during peak hours, and develop rapport with guests to enhance brand loyalty. Seeking to leverage expertise in a challenging role where a strong commitment to service excellence and a passion for hospitality can contribute to memorable guest experiences.

Language: English ☒ Other ☐

Work Experience

Cradle Boutique Hotel, Sandton

Bartender

2018 – Current

- Prepare and serve cocktails, beverages, and special drinks to guests.
- Ensure high standards of customer service in a luxury hospitality environment.
- Manage inventory and stock for bar supplies and beverages.
- Maintain cleanliness and organization of bar area at all times.
- Provide recommendations to guests based on preferences and tastes.
- Handle cash, credit transactions, and close daily sales records.
- Train and supervise junior staff on bartending techniques and safety protocols.
- Collaborate with kitchen staff to align drink specials with seasonal menus.
- Monitor and comply with all health and safety standards.
- Create positive guest experiences by responding promptly to inquiries.

Billy the Bums Food and Cocktail Bar, Fourways

Bartender

2015 – 2018

- Mixed and served drinks to guests following recipes and customer requests.
- Established a welcoming and friendly environment for patrons.
- Managed bar inventory, restocked supplies, and minimized waste.
- Handled cash and card transactions accurately and efficiently.
- Maintained a clean and organized bar, meeting sanitation standards.
- Assisted with creating new drink specials to attract customers.
- Greeted customers and offered personalized drink recommendations.
- Provided quick, efficient service during high-traffic periods.
- Monitored and recorded daily sales, updating inventory as needed.
- Addressed customer inquiries and resolved complaints professionally.

Bhalalaika Hotel, Sandton

Bartender

2007 – 2015

- Mixed and served a variety of alcoholic and non-alcoholic beverages.
- Ensured prompt, high-quality service for guests in a luxury setting.
- Managed stock, reordered supplies, and tracked bar inventory levels.
- Trained new staff in service procedures and bar maintenance.
- Created a positive atmosphere to enhance guest satisfaction.
- Coordinated with event staff to ensure smooth service for functions.
- Maintained hygiene standards by regularly cleaning bar equipment.
- Processed customer payments accurately, maintaining a balanced register.
- Followed all safety guidelines for handling and serving alcohol.
- Developed rapport with regular patrons, enhancing guest loyalty.

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Cover Letter

Dear Hiring Manager

I was thrilled to discover your job posting and I am excited to be applying for the position. With over 15 years of bartending experience in high-end and dynamic hospitality environments, I bring a blend of technical expertise, dedication to exceptional service, and a commitment to maintaining high standards in all aspects of bar operations. My background includes substantial experience at the Cradle Boutique Hotel in Sandton, Billy the Bums Food and Cocktail Bar in Fourways, and the Bhalalaika Hotel in Sandton.

In my current role at Cradle Boutique Hotel, I've developed and refined skills in crafting unique cocktails, managing bar inventory, and delivering a memorable guest experience. My responsibilities include preparing specialty drinks, recommending cocktails based on guest preferences, managing stock, training junior staff, and collaborating with kitchen staff to align beverage options with seasonal menus. I consistently uphold high standards in customer service and ensure health and safety compliance, creating a welcoming and safe environment for all patrons.

My previous roles have also honed my ability to work efficiently under pressure, particularly during peak times. At Billy the Bums Food and Cocktail Bar, I frequently managed high-traffic periods, providing prompt and friendly service. At the Bhalalaika Hotel, I developed strong relationships with regular patrons, building guest loyalty and enhancing their overall experience.

I am confident that my extensive background in bartending, coupled with my commitment to customer satisfaction and operational excellence, would make me a valuable addition to your team. I look forward to the opportunity to bring my skills to the company and contribute positively to your establishment's success.

Thank you for considering my application. I would welcome the chance to discuss how my experience and passion for bartending align with the needs of your team.

Warm regards,

Charles Ngwenya