



JAMES OWOTSI
SUPERVISOR

CONTACT

4156 Hamza Al Hashemi ST
An Narjis - Ar-Riyadh - Riyadh
Saudi Arabia
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SOFT SKILLS

Leadership
Communication
Time Management
Adaptability
Conflict Resolution
Critical Thinking

OTHER SKILLS

Digital Marketing
Project Management SEO
Programming Languages

INTEREST

Sports
Image Caption
Business

CAREER OBJECTIVE

"To leverage my experience as a hospitality supervisor to secure a management position where I can contribute my leadership skills, industry knowledge and passion for guest satisfaction to drive operational excellence and team success with the hospitality sector."

EXPERIENCE

- 2023/06 - Present** **Riyadh, KSA**
SHOAB AL SAMA **The Last Cup Cafe**
Supervisor
 Overseeing daily operations, ensuring smooth functioning. Managing staff schedules, training, and performance evaluations. Implementing and enforcing policies and procedures. Resolving complaints from guests and visitors. Monitoring inventory levels and coordinating with supplies for timely replenishment. Ensuring compliance with health, safety, and sanitation standards.
- 2022/01-2023/04** **Riyadh, KSA**
SHOAB AL SAMA **The Last Cup Cafe**
Team Leader
 Leading and supervising a team of cafe staff. Training new hires on company procedure and customer service standard. Handling customer inquiries and complaints effectively. Managing inventory to minimize waste and control cost. Schedule staff shift and manage payroll. Collaborate with management team to develop promotional strategies.
- 2019/12-2021/12** **Riyadh, KSA**
SHOAB AL SAMA **The Last Cup Cafe**
Barista
 Greet customers as they enter. Give customers drink menu and answer their questions regarding ingredients. Take orders while paying attention to details. Prepare beverages following recipes. Receive and process payments. Keep the bar area clean. Prepare both hot and cold drinks. Communicate customer feedback to managers and recommend new menu items.
- 2015/07-2018/08** **Doha, Qatar**
REGENCY GROUP **WYNDHAM HOTEL**
Waiter
 Greet customers, take orders, serve food and beverages, answering customers inquiries. Handling payments, and ensuring customer satisfaction throughout their dining experience. Setting up tables, maintaining cleanliness, and coordinating with kitchen staff to deliver orders promptly.
- 2013/01-2015/05** **Nairobi, Kenya**
SAFARI PARK HOTEL & CASINO **Bartender**
 Preparing and serving beverages to customers. Mix drinks according to recipes. Handle cash and engage with customers among other duties.

EDUCATION BACKGROUND

2023 - 2024

ALISON SCHOOL

DIPLOMA

Hospitality Management And Tourism

2016 - 2018

EXCELLENCE EDUCATION CENTRE

DIPLOMA

Human Resource Management

2008 - 2012

MT KENYA UNIVERSITY

BACHELORS DEGREE

Hospitality Management And Tourism

2003 - 2006

BUTERE BOYS' HIGH SCHOOL

CERTIFICATE

KCSE

OTHER COURSES

Quality Management 2023/4 **CERTIFICATE**

Digital Marketing 2023/4 **CERTIFICATE**

Coffee Advance 2018/9 **CERTIFICATE**

Managing Safely 2017 **CERTIFICATE**

HOBBIES

Travelling and Adventure

Listening and Watching

Reading and Writing

Poetry

REFEREE

Gilbert Abenji

Lawyer

254 715 798 294

