



WILLIAM KULWA MUHAPA

PROFILE SUMMARY

Highly motivated employee with a desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service and time management abilities. Devoted to giving every customer a positive and memorable experience.

CONTACT DETAILS

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QUALIFICATIONS

- ◆ Excellent communication and organizational skills.
- ◆ Excellent salesmanship and persuasion skills.
- ◆ Ability to build good relationship with customer.
- ◆ Proficient in Microsoft Office –Excel and words, Tally (Accounting package).
- ◆ Highly logical; unbiased and without emotion in entity data analysis.
- ◆ Highly accountable, with a strong ethical code as pertains to responsibility.

TECHNICAL SKILLS

- ◆ Computer Skills Basic Knowledge of Ms Excel and Ms Word,

LANGUAGES SPOKEN

- ◆ Swahili
- ◆ English.

HOBBIES & INTERESTS

- ◆ Meeting New People. Travelling.
- ◆

WORKING EXPERIENCE

Operation manager, 01/2024 - Current

Maima General Supplies at Tanzania Institute of Accountancy (TIA)

- ◆ **Oversee Daily Operations:** Manage both front-of-house (FOH) and back-of-house (BOH) teams to ensure seamless service delivery.
- ◆ Hire, train, and supervise employees.
- ◆ Conduct regular performance reviews and motivate staff
- ◆ Ensure high standards of customer service.
- ◆ Handle complaints and resolve issues promptly
- ◆ Monitor inventory levels and place orders as needed.
- ◆ Ensure proper storage and handling of food and supplies.
- ◆ Analyze financial reports and optimize costs.
- ◆ Drive sales performance and profitability.
- ◆ Ensure adherence to food safety standards and industry regulations.
- ◆ Conduct audits and implement process improvements
- ◆ Align operational practices with business goals.
- ◆ Lead initiatives to improve efficiency and guest satisfaction.

Storekeeper, 12/2023 – 01/2024

Maima General Supplies at Tanzania Institute of Accountancy (TIA)

- ◆ Kept up-to-date records of receipts, records and withdrawals from stockroom.
- ◆ Received delivery of incoming materials to reconcile purchase orders.
- ◆ Verified inventory computations' accuracy by comparing to physical counts of stock.
- ◆ Managing material properly at the warehouse
- ◆ Safely keeping and assisting with material delivery
- ◆ Maintain accurate records of stock levels.
- ◆ Conduct regular audits and ensure optimal inventory turnover.
- ◆ Implement FIFO (First In, First Out) and FEFO (First Expired, First Out) methods to reduce waste.
- ◆ Place orders with suppliers based on restaurant needs.
- ◆ Verify incoming deliveries for quality and quantity.
- ◆ Ensure compliance with food safety standards
- ◆ Safely store food, beverages, and operational supplies.
- ◆ Keep storage areas clean, organized, and hygienic.
- ◆ Categorize items for easy retrieval
- ◆ Maintain clear records of transactions and stock movements.
- ◆ Generate reports on inventory levels and usage trends.
- ◆ Track expenditures and consumption patterns
- ◆ Coordinate with vendors for timely deliveries.
- ◆ Resolve disputes and negotiate favorable terms.

- Monitor supplier performance and seek cost-effective solutions
- Collaborate with chefs, managers, and procurement teams.
- Ensure timely availability of ingredients and supplies.
- Assist in minor equipment repairs and disposal processes

- Clear dishes and clean dining areas
- Follow hygiene and safety standards
- Address inquiries and resolve complaints courteously
- Monitor guest satisfaction throughout the meal
- Collaborate with kitchen and other staff for smooth service

Cashier, 11/2023 – 12/2023

Maima General Supplies at Tanzania Institute of Accountancy (TIA)

- Greet guests warmly as they enter
- Answer questions about menu items and promotions
- Resolve minor customer complaints or concerns
- Accurately take and enter customer orders into the system
- Handle cash, credit, and debit transactions
- Issue receipts, refunds, and correct change
- Maintain the cleanliness and organization of the cashier station
- Ensure accurate cash drawer balances at the beginning and end of shifts
- Collaborate with kitchen and wait staff to ensure smooth service
- Restock front-of-house supplies as needed
- Strong customer service and communication skills
- Basic math and attention to detail
- Ability to multitask in a fast-paced environment
- Familiarity with restaurant operations and POS systems

Food Witer, 10/2023 – 11/2023

Maima General Supplies at Tanzania Institute of Accountancy (TIA)

- Warmly welcome customers upon arrival
- Escort them to their tables and present menus
- Explain specials or promotions
- Listen attentively to customer requests
- Offer recommendations based on preferences
- Input orders accurately into the DOCKET
- Communicate dietary restrictions to the kitchen
- Deliver orders promptly and professionally
- Ensure presentation and accuracy of dishes
- Refill drinks and check in with guests during the meal
- Present bills and process payments
- Manage cash, credit cards, and tabs efficiently
- Set and reset tables with proper utensils

OTHER EXPERIRNCE

Buza Hospital

Accountant Crack, 8/2021-10/2021

Buza Hospital

Accountant Crack, 8/2022-10/2022

During the course of my career, I have gained a specialist's understanding of financial instruments and accounting software and have also been effective in explaining complex information in a comprehensible manner. Some of activities I was performed are preparation of journal voucher, preparation of customer bills, Petty cash invoices and petty cash voucher and Bank Reconciliation

ACADEMIC BACKGROUND

2020 – 2023- Institute of Finance Management (IFM)

Bachelor of Accountancy.

2018 – 2020- Benjamini William Mkapa.

Advanced Secondary School.

2014 – 2017- Temeke Secondary School.

Certificate Ordinary Level.

2007 – 2013-Temeke Primary School.

Certificate Primary School

OTHER ACTIVITIES

Supervisor (new marhaba catering service)

REFEREES

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Upendo William

Entrepreneur

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