

# SWELIHLE SITHOLE

Johannesburg, South Africa 1709

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## PROFESSIONAL SUMMARY

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Accomplished chef with extensive expertise in culinary arts, honed at Carnival Cruise Line, driving food quality and customer satisfaction. Expert in meal preparation and organizational skills, leading teams to surpass expectations. Successfully trained team members, enhancing productivity. Well-organized administrative team member effective at soliciting funds from callers. Work well in fast-paced environment to handle numerous calls. Exceed expectations regularly with persuasive approach.

## SKILLS

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- Microsoft Office
- Communication skills
- Food preparation
- Meal preparation
- Database entry
- Customer service
- Leadership
- Maintenance
- Ordering and receiving
- Spreadsheet development
- Organizational skills
- Administrative experience
- Mise en place
- Meat cooking

## WORK EXPERIENCE

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DECEMBER 2023-CURRENT

Commis Chef

Carnival Cruise Line | USA

- Commitment to controlling inventory and minimizing food waste by utilizing standardized recipes.
- Ensures "all" special requests and allergies are acknowledged, prepared, and served accordingly.
- Adheres to the strict food safety and sanitation policies within the galley.
- Provides gracious hospitality to the guests and crew alike while being safe, courteous, professional, and efficient.
- Adheres to all American Cruise Lines' Chefs Manual standards and procedures.
- Anticipates the needs of both guests and crew.
- Assists in the production and service of all Crew meals.
- Responsible for food safety, galley cleanliness, daily galley audits and logs which includes the completion of daily temperature log, refrigerator and freezer temperature logs, and cooling logs.
- Responds quickly to guest requests and ensure follow through of service delivery.
- Assists with breakfast, lunch, cocktail hour and dinner preparation, as well as any special onboard events.
- Work closely with the Executive Chef/Sous Chef to ensure that the guests and crew receive the highest quality of food with proper presentation and timeliness are adhered to.
- Assist the Sous Chef to ensure that Galley Steward timecards are submitted and correct.
- Follow approved menus, standardized recipes, and food sanitation standards.

- Work with the Executive Chef/Sous Chef to ensure food and hotel supplies are ordered and received in a timely manner.
- Assist in orchestration of proper storage of deliveries in appropriate areas of the galley.
- Comply FDA logs are completed on a daily, weekly, and monthly basis with the Sous Chef.
- Create positive crew experiences and a healthy work environment.
- Maintain sanitation and cleanliness standards of the galley, storage rooms and galley crew rooms.
- Responsible for supervising and assisting the Galley Stewards with the Sous Chef to make sure various tasks throughout the day are being taken care of by the Galley Stewards. Such as removing trash, clutter, and empty boxes from the galley; ware washing; organizing and cleaning; sweeping and mopping the deck floor; and cleaning and storing cleaned equipment and tableware.
- Communication with all coworkers is imperative to all meal services.

#### OCTOBER 2019-NOVEMBER 2023

##### Private Chef and Cater

##### Dine with Swenkie | Johannesburg, Gauteng

- Created customized meal plans based on client dietary restrictions and preferences.
- Provided easy-to-read cooking preparation instructions for clients.
- Shopped for ingredients.
- Prepared and cooked over 100 meals per week for US Embassy.
- Initiated training for new team members on culinary techniques to improve productivity and increase kitchen workflow.
- Oversaw business operations, inventory control, and customer service for restaurant.
- Maintained high food quality standards by checking delivery contents to verify product quality and quantity.
- Scheduled and received food and beverage deliveries, adhering to food cost and budget.
- Handled and stored food to eliminate illness and prevent cross-contamination.
- Delivered excellent food quality and maximized customer satisfaction by preparing meals according to customer requests.

#### JANUARY 2022-MAY 2023

##### Admin Clerk

##### metal industries benefit funds administrators | Johannesburg, Gauteng

- Provided quality clerical support through data entry, document management, email correspondence, and overseeing operation of office equipment.
- Drove customer loyalty and consistent sales through friendly service and knowledgeable assistance.
- Produced high-quality communications for internal and external use.
- Processed documents and materials to disseminate information to appropriate parties.
- Managed tax drawers resolved variances and filed company receipts.
- Made travel arrangements for other employees' business trips, negotiating fair prices on behalf of company.
- Booked and prepared meeting rooms, deciding on availability of refreshments.
- Maintained filing system and organized customer documents for easy retrieval of information.
- Issued invoices and followed up on outstanding payments to remind clients to pay on time.
- Generated accounts payable reports for management review to aid in financial and business decision making.
- Entered invoices requiring payment and disbursed amounts via check, electronic transfer, or bank draft.

- Added accurate data entry into computer system to complete transactions.

#### SEPTEMBER 2019-DECEMBER 2021

##### Beverage and Cleaning Attendant

##### Metal industries Benefit Fund Administrators | Johannesburg, Gauteng

- Responsible for keeping the HR Boardrooms, 7th floor training venue, HR reception, pause areas and training venues and equipment clean, neat, and tidy.
- Service learners with fresh water and sweets prior to training and refresh in between breaks.
- Ensure fresh water and clean glasses available to customers in HR reception / Boardrooms.
- Set out equipment, cutlery, crockery, foodstuffs, beverages etc. for training breaks between sessions or meetings.
- Assist in controlling the allocation and serving of foodstuffs, sweets etc.
- Used time management and efficient cleaning methods to meet deadlines.
- Handled equipment, chemicals, and materials properly and with caution.
- Removed trash, debris, and other waste materials from premises.
- Cleaned and polished glass doors, mirrors, and other surfaces to maintain professional appearance.

#### FEBRUARY 2016-JUNE 2018

##### Office Administrator

##### Bidvest Panalpina Logistics | Durban, KwaZulu-Natal

- Management of office equipment.
- Maintaining a clean and enjoyable working environment.
- Handling external or internal communication or management systems.
- Managing clerical or other administrative staff.
- Organizing, arranging, and coordinating meetings.
- Sorting and distributing incoming and outgoing post.
- Reason for leaving: Opportunity to further my studies.
- Screened and transferred incoming calls, took down messages, and transmitted information and documents to internal personnel.
- Computerized office activities, maintained customer communications, and tracked records through delivery.
- Entered and maintained departmental records in company database.
- Evaluated operational practices and identified improvement opportunities to develop revisions for systems and procedures.
- Generated reports to suggest corrective actions and process improvements.
- Maintained personnel records and updated internal databases to support document management.
- Provided reporting for forecast analysis and ad-hoc reporting in support of decision-making.
- Developed and updated tracking spreadsheets for process monitoring and reporting.
- Cultivated positive relationships with vendors to deliver timely and cost-effective supply of services and materials.

#### FEBRUARY 2016-SEPTEMBER 2017

##### Cook

##### INK Foods | Durban, KwaZulu-Natal

- Cleaned kitchen work area by sanitizing all cooking equipment, utensils, and counters.
- Checked food inventory and ordered ingredients.

- Chopped ingredients and garnishes.
- Stored food safely and orderly in freezer and refrigerator.
- Assisted head chef in cooking dishes according to ingredients.
- Managed food preparation activities, such as cutting ingredients to size and preparing sauces and garnishes.
- Wrapped, dated, and stored food in refrigerators under standardized temperature for future uses.
- Assisted in menu preparation, making suggestions, and researching recipes compatible with existing menu items.
- Replenished food and ingredients supply to meet service demand.
- Prep ingredients ahead of time to increase cooking and service speed.
- Prepared and cooked quality meals in high-volume, fast-paced service environments.

JANUARY 2013-DECEMBER 2015

### Missionary

The Church of Jesus Christ of Latter-day Saints | Kampala, Uganda

- Proselytized people and imparted knowledge of faith using strong public speaking and one-on-one discussions.
- Volunteered in overseas locations and in various roles.
- Trained six new missionaries on effectively sharing word of God in five community.
- De-escalated and resolved conflicts between local peoples and missionary representatives.
- Built relationships with local and international mission organizations for successful partnerships.
- Researched and wrote reports on global mission efforts across multiple countries.
- Coordinated and led weekly bible studies for missionary teams in diverse locations.
- Implemented strategies for successful mission outreach to grow membership.
- Led mission teams in prayer and spiritual formation.
- Sourced materials and labor to meet facility construction needs.
- Supported religious leaders in performing various duties.
- Provided guidance to members of congregation.
- Attended meetings with religious leaders.
- Collaborated with other religious organizations and agencies.

## EDUCATION

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NQL 5 - Food and Beverage Management  
International Hotel school, Durban, KwaZulu-Natal

June 2019

## REFERENCES

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MIBFA  
Cayleigh Schmidt  
Supervisor  
0711977624

Oyster Box  
Anele Ndabani  
Supervisor  
0616111931

Royal Palm Hotel  
Raven Naicker  
Manager  
0722983542

Bidvest Panalpina Logistics  
Pravin Singh  
Manager  
0828890019

INK Foods  
Sizwe Zulu  
Founder  
0767044697