

MUSERA GEOFFREY CHAVANGI

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PROFESSIONAL SYNOPSIS

I am an articulate results-oriented transformative leader with over 20 years of experience managing complex hospitality operations. Competent in supervising and analyzing catering operations, budgeting, and forecasting, strategic planning, improving operational efficiency, monitoring and developing staff performances, and monitoring sales, and marketing initiatives while ensuring compliance with regulations. Able to quickly understand complex concepts, identify and solve problems, turn ideas into logical strategies, and implement systems that optimize productivity and customer satisfaction. My goal is to become a valuable mutual asset through the effective actualization of hospitality consultancy while contributing effectively to organizational success.

CORE COMPETENCIES

Business Management | Process Improvement | Leading People and Operations | Talent Optimization | Food & Beverage Operations | Training & Coaching | Guest Satisfaction | Customer Retention | Cost Control | Strategic Planning | Brand Enhancement.

CAREER HIGHLIGHTS

CATERING OFFICER | HOD CATERING DEPARTMENT | KARATINA UNIVERSITY | MAY 2022 TODATE

Reports to the Deputy Vice-Chancellor Planning, Finance, and Administration DVC (PF&A). Provides Catering Services within the University and Ensures the Provision of Quality Food and Beverages to Students, Staff, and Other Stakeholders at Affordable Prices.

Key Responsibility:

The Head of Department (HOD) Catering Department at Katarina University

Other Responsibilities:

- Prepare the annual departmental procurement plans in liaison with the DVC (PF&A) through Needs Assessment Analysis and review subsequent resource matching to ensure the availability of food and beverage resources in a timely and complete manner.

- Prepare departmental quarterly and annual budgets, in liaison with the DVC (PF&A), seek financial resources, and aid in controlling expenditure.
- Prepare quarterly and annual departmental work plans, in conjunction with DVC (PF&A) to ensure tasks are carried out in a timely and complete manner.
- Assign tasks to the assistant catering officer in line with all work plan to ensure that all sectional tasks are carried out in a timely and complete manner.
- Conduct staff performance appraisals by analyzing information provided by the relevant staff in the appraisal form to ensure that they are performing at optimal performance levels.
- Ensure implementation of policies and regulations governing students in the kitchen and dining halls to ensure orderliness and efficient delivery of services.
- Inspect the food preparation process to ensure timely production of food for students and staff.
- Approve scheduled menus for the day to facilitate planning for food preparation.
- Control all deliveries, quantities, and quality of supplies in the catering department to meet the required standards daily.
- Monitor the use of the stock of food items in the catering section daily to avoid wastage of food.
- Ensure proper food preparation, presentation, and service to meet and surpass the standards of clients.
- Train the catering staff to ensure that their skills are up-to-date and ensure quality service delivery to students and staff.
- Coordinate the cleanliness of the kitchen and the service areas to enhance hygiene and prevent food poisoning.
- Coordinate stock-taking of foodstuff available in the store to establish stock level to facilitate restocking.
- Coordinate repairs and maintenance work of the kitchen equipment and structure by liaising with the estate department to ensure that catering equipment is functioning appropriately at all times
- Carry out other duties and responsibilities as may be assigned by the DVC (PF&A)

SENIOR CATERER | C.I.A. | DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY | AUGUST 2016 TO APRIL 2022

Key Contributions as Senior Caterer:

Deputize the Catering Manager in the Catering Department

Assignments Undertaken:

- Identify and delegate responsibilities to catering staff to ensure objectives are met and excellent service is consistently achieved;
- Manage Catering operations while promoting the culture and values of the organization;
- Consistently review catering operations and staff to identify any problems, concerns, and opportunities for improvement;
- Provide coaching and feedback to staff and assess performance on an ongoing basis;
- Create a positive guest experience by delivering a high level of service;
- Ensure that all staff meet and exceed guests' expectations;
- Solicit guest feedback to understand the needs and wants of customers;
- Offer new menu solutions to management and
- Develop and implement creative solutions to areas of improvement.

Key Contribution as Certified Internal QMS Auditor (C.I.A)

Ensure that the Organizational process and the goods and services that result comply with the requirements of standards.

Assignments Undertaken:

- Evaluate production processes for compliance with quality requirements,
- Periodically inspect and calibrate auditing tools (e.g., scales, calipers),
- Assist in the development of audit plans, and audit schedules,
- Participate in quality audits (and lead a team of quality auditors, when needed),
- Identify processes, and situations where the organization is meeting requirements, and identify opportunities for improvement,
- Assist audit team in developing audit reports and present audit reports to top management, as needed,
- Assist with follow-up audits, as required, and may be required to develop internal auditing/testing parameters.

CATERER | DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY | JULY 2012 - AUGUST 2016

Key Contributions:

Supervise All Catering Operations within the Department

Assignments Undertaken:

- Maintain high standards of food hygiene and quality,
- Maintain accurate financial and administrative records,
- Implement new initiatives and plan promotions,
- Drive sales and develop new income streams,
- Plan menu, draft financial forecasts and set departmental budgets,
- Provide advice and opinion on the introduction of new products and services,
- Recruit, train, and induct new staff,
- Facilitate staff appraisal and deal with customer complaints.

F&B SUPERVISOR | UNIVERSITY OF NAIROBI ENTERPRISE & SERVICES LIMITED (UNES) | JAN 2011 – JUNE 2012

Key Contributions:

Assist the Manager in Managing (UNES)) Arziki Restaurants and Conventional Center (Chiromo)

Assignments Undertaken:

- Supervise operations in the food and beverage department,
- Supervise the operations at Conventional Center (Chiromo)
- Set up and implement standard operating procedures,
- Plan and coordinate work,
- Implement cost control policy and up-selling skills,
- Facilitate staff appraisal,
- Prepare sales analysis reports, and handle petty cash,
- Relieve the manager while on leave.

F&B SUPERVISOR | VET LAB SPORTS CLUB NAIROBI | JAN 2009 – AUG 2010

Key Contributions:

Supervise All Food and Beverage Operations

Assignments Undertaken:

- Supervise operations in the food and beverage department,

- Set up and implement standard operating procedures,
- Plan and coordinate work,
- Implement cost control policy and up-selling skills,
- Facilitate staff appraisal,
- Prepare sales analysis reports,
- Relieve the manager while on leave.

F&B SUPERVISOR | MOMBASA CONTINENTAL RESORT | DEC 2007 – OCT 2008

Key Contributions:

Supervise All Food and Beverage Operations

Assignments Undertaken:

- Supervise operations in the food and beverage department,
- Set up and implement standard operating procedures,
- Plan and coordinate work,
- Implement cost control policy and up-selling skills,
- Facilitate staff appraisal,
- Prepare sales analysis reports,
- Relieve the manager while on leave.

F&B SUPERVISOR | SAROVA WHITESANDS BEACH RESORT | DEC 2002 – DEC 2007

Key Contributions:

Supervise All Food and Beverage Operations

Assignments Undertaken:

- Supervise operations in the food and beverage department,
- Set up and implement standard operating procedures,
- Plan and coordinate work,
- Implement cost control policy and up-selling skills,
- Facilitate staff appraisal,
- Prepare sales analysis reports,
- Relieve the manager while on leave.

EDUCATION & CREDENTIALS

- ✓ **Master of Business Administration** (Excellent) | University of the People – USA | 2023
- ✓ **Bachelor of Science Hospitality Management** (2nd Class Honors Upper Div.) | Greta University | 2015
- ✓ **Diploma in Food and Beverage Management** (Pass) | NYS School of Catering | 2000
- ✓ **Kenya Certificate of Secondary Education** (KCSE-C+) | Vihiga Boys High School | 1994

PUBLICATIONS

- ✓ Geoffrey C. M. (2017) *Role of Top Management Towards Performance of Cafeteria Employees in The Dedan Kimathi University of Technology*. Proceedings of Greta University International Multidisciplinary Conference Held on: 6-7 Nov. 2017. **ISBN: 978-9966-120-77-9.**

PROFESSIONAL TRAINING & CERTIFICATION

- ✓ **Certified Internal Quality Auditor** | SGS Academy (Kenya | Feb 2018.
- ✓ **Job Analysis Expert** | PricewaterhouseCoopers (Kenya) | April 2017.

MEMBERSHIP

- ✓ Associate Member of Tourism Professional Association (TPA) | Membership Number: **TPA-A-04/0006/2017.**
- ✓ Member at Karatina University Centre for Community Outreach.
- ✓ Chapter Committee Member - Kenya Nutrition and Dietetics Institute.

OTHER SKILLS ACQUIRED

- ✓ Proficient in MS Word, Excel, PowerPoint, Enterprise Resource Planning (ERP), Point of Sale (POS), Material Control, and Internet.

PERTINENT INFORMATION

- ✓ **Expected Salary** – Negotiable

EXTRACURRICULAR ACTIVITIES

- ✓ Christian Fellowship, Reading, Traveling, adventure

REFERENCES

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