



Wonani Mkandawire

Front Desk Agent & Certified
Butler

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Skype: Wonani Mkandawire
Nationality: Malawian
Passport No.: MWA034287
Marital status: Married
Language: English, Tumbuka

SUMMARY

Pleasant hospitality professional. Driven and dedicated with penchant for delivering exemplary service. Looking to tackle new challenge that is rewarding.

My on the job experience has afforded me a well-rounded skill set and organizational abilities needed to excel at the next challenge.

SKILLS

- Opera PMS knowledge
- Fast learner, ethical and loyal
- Personable, reliable and flexible
- Able to work alone and within a team of different nationalities.
- Good command of English language
- Able to perform under pressure
- Computer literate

EXPERIENCE

FRONT DESK AGENT/HOTEL BUTLER, Marsa Malaz Kempinski The Pearl

www.kempinski.com/marsamalaz

Doha, Qatar — Oct 2016-Present

- Greeting and thanking guests in a sincere, friendly manner.
 - Checking guests in on arrival and out on departure.
 - Collecting payments and posting charges to appropriate accounts.
 - Taking reservation on the call and direct walk in reservations.
 - Liaising with other internal departments to ensure guests satisfaction.
 - Performing duties on a daily checklist and giving proper handover.
 - Concierge duties - Arranging transportation and Restaurant reservations for the guests.
 - Answering any questions, recommending activities and restaurants to guests.
 - Explaining details regarding property, including restaurants, pool area, spa and fitness center to acclimate patrons to resort environment.
 - Answering multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
 - Ensuring that operational supplies are available at all times and updating manager when to make store requisition.
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- Welcoming guests and availing butler service i.e. - Serving welcome drinks, escorting the guests to their assigned suite/room, conducting room and Hotel orientation and unpacking / packing service
 - Taking care of VIPs suites/rooms and guests requests. i.e Preferences, amenity refreshments. etc
 - Coordinating with Internal departments to ensure smooth service delivery.
 - Inspecting rooms & suites prior guests arrival and during stay.
 - Creating extra special moment for guests at every opportunity i.e. recognizing and celebrating birthdays and anniversaries.
 - Being fully aware of the menus and answering questions on menu selection, communicating with the kitchen regarding menu questions and product availability.
 - Setting up tables and offering Wait service during meal times.
 - Carrying out monthly Crockery & Cutlery inventories.
 - Delivering Wakeup call Beverages and performing Telephone and physical Wake up calls to guest
 - Maintaining cleanliness of work areas and pantries.
 - Attending and contributing to all meetings and trainings.
 - Taking notes of all the information & instructions and giving proper handover before signing off from the shift.
 - Understanding and adhering to the Rules & Regulations of the Hotel's policy on Fire, Hygiene & Health and Safety.

PERSONAL TRAITS

- Open minded

PERSONAL BUTLER, Jason Burton Private Residence, Paarl, Capetown. South Africa- June 2011-Nov2014

- Ensuring the cleaning of the house using the correct chemicals, items and care.
- Performing Laundry duties, washing, drying and ironing of linen/clothes and ensuring that correct chemicals/procedures are used, making of beds
- Properly setting tables and assisting in planning and organizing home parties as well as serving meals and drinks.
- Performing other Wait service related tasks like clearing tables
- Ensuring correct groceries are purchased and that the pantry is stocked sufficiently as well as
- Carrying out household inventory on groceries, arts collections and wine cellar.
- Responsible for folding and packing clothes for vacation or business trips, polishing shoes
- Answering the phone and receiving guests in a polite manner.
- Checking the buildings and identifying where and when maintenance is required.
- Overseeing and coordinating contractors working on the premises for maintenance.

EDUCATION

DIPLOMA

NIBM India (National Institute of Business Management) Online — 2015

Tourism and Hospitality Management

CERTIFICATE

Heilbron Hospitality - 2015

Hotel Butler Service

- Coursework in Butler's etiquette
- Service quality and
- Service strategy creation.

CERTIFICATE

Damelin – 2009

Logistics and Supply chain Management

ACHIEVEMENTS

Currently tasked with leading the Butler team
Part of pre-opening team of a luxury hotel