

CALISTUS WALUBENGO SINGORO

📍 Nairobi, Kenya

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PROFESSIONAL SUMMARY

A dedicated and experienced **Food & Beverage Supervisor** with international hospitality experience, combined with strong hands-on experience in **waiter and food service roles**. Skilled in guest service, order taking, food and beverage delivery, team supervision, service standards, and hygiene compliance. A flexible hospitality professional able to support both supervisory and front-line service operations while consistently delivering high quality guest experiences. Eager to enhance the dining experience for patrons and assist in ensuring smooth operations while maintaining a positive and welcoming atmosphere. Good knowledge and experience in Public Health rules and regulations. With excellent oral and written English Language.

EXPERIENCE

QA-HMS HOST OUTLETS, QATAR

Doha, Qatar.

F&B Supervisor/ Head Waiter

07/2022 to 04/2025.

- Supervised daily food and beverage operations to ensure smooth service and adherence to brand standards.
- Actively performed **waiter duties**, including greeting guests, taking orders, serving food and beverages, and clearing tables during busy service periods.
- Ensured guest satisfaction by addressing concerns promptly and professionally.
- Trained and supported service staff on service procedures and hygiene standards.
- Monitored cleanliness of dining areas, service stations, and equipment
- Welcoming guests to their reserved/preferred tables and informing them about the day's special.
- Checking with customers to ensure that they are enjoying their meals and take action to correct any problems.

DYNCORP INTERNATIONAL, AFGHANISTAN

Afghanistan.

F&B Supervisor/ Food Service Worker

03/2019 to 10/2020

- Oversaw service operations while maintaining hands-on involvement in **food service and waiter responsibilities**.
- Assisted in food preparation support, service setup, and timely delivery of food and beverages.
- Ensured correct table setup, cleanliness, and presentation according to company standards.
- Supported inventory control for service items and reported shortages.
- Enforced food safety, sanitation, and hygiene regulations.
- Presented food and beverages as ordered.
- Provided excellent customer service.
- Always strived towards the best customer satisfaction.

AL FAISALAH HOTEL

Riyadh, Saudi Arabia

Food Supervisor/ Waiter

11/2005 to 11/2017

- Supervising all food and beverage and store operations.
- Set up food service, kitchen, or salad area facilities, equipment, and utensils, under detailed instruction.
- Writing patrons' food orders on order slips and entered orders into computers for transmittal to kitchen staff.
- Checks food temperatures and prepares areas for daily operations.
- Responding to guest queries and resolving complaints to ensure trust and guest satisfaction.
- Sanitizing tableware and chafing dishes to comply with hygiene standards.

SPORTS VIEW HOTEL

Nairobi, Kenya

Food Service Worker/ Waiter

05/2005 to 10/2005

- Provided friendly and efficient table service to guests in a fast-paced dining environment.
- Took accurate food and beverage orders and ensured correct delivery.
- Cleared, cleaned, and reset tables to maintain a clean and welcoming dining area.
- Assisted teammates to ensure smooth service flow and guest satisfaction.
- Followed hygiene and safety procedures at all times.
- Served patron's food or beverages and preparing or serving specialty dishes at tables as required.
- Presented menus to patrons and answering questions about menu items, making recommendations upon request.
- Checked food temperatures and prepares areas for daily operations.
- Responded to guest queries and resolving complaints.

CARNIVORE RESTAURANT

Nairobi, Kenya

F&B Service Runner

09/1999 to 09/2002

- Arranging table settings.
- Keeping tables clean and tidy at all times.
- Processed orders and sent them to kitchen staff to prepare them.
- Upselling drinks and appetizers to increase restaurant sales.
- Optimizing customer experience, serving each guest with a sincere, positive, and enthusiastic attitude.
- Enquiring guest satisfaction anticipated additional needs, and happily fulfilled ad-hoc requests.
- Presenting food and beverages as ordered.

SKILLS

- Data Entry Skills
- Guest Service & Service Excellence
- Waiter & Table Service
- Food & Beverage Supervision
- Order Taking & POS Systems
- Team Coordination & Training
- Hygiene & Food Safety Standards
- Complaint Handling

- Upselling techniques
- Food and Beverage storage
- Flexibility
- Customer Service
- Time Management
- Multicultural Teamwork
- Communication Skills
- Computer expert skills
- Team Development
- Operation Management

EDUCATION

CERTIFICATE OF SUPERVISION IN HOSPITALITY INDUSTRY **2011**
American Hotels & Lodging Educational Institute

CERTIFICATE IN FOOD & BEVERAGES **1996**
Career Training Center

BUNGOMA HIGH SCHOOL **1993**
High School Diploma | Kenya.

LANGUAGES

- **English** (Fluent)
- **German** (Intermediate)
- **Arabic** (Intermediate)
- **Swahili**

CERTIFICATIONS.

- Certificate in Computer Package

INTERESTS

- Reading
- Traveling.

REFERENCES

Available upon request.