

# 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, AFGHANSTAN

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.

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## SKILLS

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- 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

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## EDUCATION

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**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.

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## LANGUAGES

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

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## CERTIFICATIONS.

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- Certificate in Computer Package

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## INTERESTS

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- Reading
- Traveling.

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## REFERENCES

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Available upon request.