

CURRICULUM VITAE

PERSONAL INFORMATION

Name : Goban Middle name: Lucian
Surname : Mallya
Place of Birth : Morogoro
Tribe : Chagga
Sex : Male
Nationality : Tanzanian
Marital Status : Single
Religion : Christian

CONTACT ADDRESS

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LANGUAGE

Language	Speaking	Listening	Reading	Writing
Swahili:	Excellent	Excellent	Excellent	Excellent
English:	Excellent	Excellent	Excellent	Excellent

EDUCATION BACKGROUND

Institution	Year	Award
University Of Dar es salaam	2019 - 2022	Diploma in Journalism
Bishop Durning High school	2016 - 2018	Advanced Certificate of Secondary Education Examination (ACSEE)
Bulima Secondary School Education Examination	2011 - 2015	Certificate of Secondary (CSEE)
Tarime English Medium Primary School	2003 - 2010	Certificate of Primary Education

SKILLS

- Communicate news, either written or verbally. Attention to detail. Persistence. Research skills. Digital literacy. Logical reasoning and objectivity. Investigative reporting. Problem-solving skills. Broadcasting Tv and Radio skills Editing Photography
- Excellent customer service skills. Commercial awareness. Flexibility. Good interpersonal skills. Communication skills. Problem-solving skills. Organisational skills. Teamwork skills. Banquet functions at events like anniversaries, weddings, and conferences require quality customer service skills Proper Set. Meeting Rooms. Storage Areas. Customer Service. Service Standards.
- Excellent multitasking ability. Problem-solving skills. Interpersonal relationship skills. Attention to detail. Strong leadership ability. Organizational skills. Customer service skills.
- Computer Skills All Microsoft Application's, Data Base, Computer maintenance.

BEHAVIOUR

AND

ATTRIBUTE

- Diplomatic
- Ambition and committed personality
- Strong inter personal skills
- Ability to work with strict supervisor and independent

WORKING EXPERIENCE



Sales and Marketing at Cs Computers and Tech Solution – 2022 to Current

Researching and developing marketing opportunities and planning and implementing new sales plans. The sales and marketing manager will also manage both the marketing and the sales staff and will perform managerial duties to meet the company's operations goals.

- ✓ Promoting the company's existing brands and introducing new products to the market.
- ✓ Analyzing budgets, preparing annual budget plans, scheduling expenditures, and ensuring that the sales team meets their quotas and goals.
- ✓ Researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends, and suggesting system improvements to achieve the company's marketing goals.
- ✓ Gathering, investigating, and summarizing market data and trends to draft reports.
- ✓ Implementing new sales plans and advertising.
- ✓ Recruiting, training, scheduling, coaching, and managing marketing and sales teams to meet sales and marketing human resource objectives.
- ✓ Maintaining relationships with important clients by making regular visits, understanding their needs, and anticipating new marketing opportunities.
- ✓ Staying current in the industry by attending educational opportunities, conferences, and workshops, reading publications, and maintaining personal and professional networks.

My Blue Hotel Zanzibar As Front Office Manager - May 2022 to August 2022

- ✓ My blue hotel Front office supervisor As a Front Office Supervisors my task was to ensure that all front office and guest services team members receive adequate training in all Front Desk policies and procedures.
- ✓ Also, assistance to the Front Office Manager in motivating the team and participate in the training and development of all Front Office staff. Also, to make sure all arrivals are blocked and evens out the house count and to check arrivals of VIP guests, in charge of possible upgrades and have the concierge team deliver note cards to guestrooms per hotel chain standards.
- ✓ I was to verify the accuracy of the cash drawers at the beginning of the shift and supervise the close-out of shift work and cash at the end of the shift.
- ✓ One of the baselines as a Front Office Supervisors was to communicate all important information to the following shift to ensure a smooth transition through the Front Desk logbook.

✚ Mlimani Media As A Journalist – 2021 to May 2022

- ✓ A fully qualified and competent Journalist with knowledge and experience of Journalism strategies with ambitious growth plans.
- ✓ A proven ability to constantly challenge and improve existing conditions.
- ✓ Possessing excellent communication skills and having the ability to communicate and work professionally.

✚ Fun Retreat Resort Arusha As A Banquet and Bar Manager – 1st January 2020 to 24th December 2020

- ✓ Overseeing the seating of guests, the serving of meals and beverages, and the clearing of tables.
- ✓ Overseeing the seating of guests, the serving of meals and beverages, and the clearing of tables. Managing the availability of liquor and soft drinks, when required.
- ✓ Maintains inventory, Creates drink and food menus, Determines employees' schedules, Ensures bar is well-stocked and clean, Tracks customer behavior and sales, Maintains budget and monitors costs, Maintains drink recipe documentation, Oversees planning for special events, Appropriately delegates tasks to staff, Selects and purchases liquor and other supplies, Oversees staff, including bartenders and barbacks, and, in some cases, bouncers, wait staff, and/or kitchen staff as well, Hires, trains, promotes, and, when necessary, disciplines or fires staff, Selects music, books bands, and provides input on décor and marketing, including social media and other forms of publicity, Initiates and maintains vendor relationships and Uses point-of-sale tracking technology and bar and restaurant management platforms.
- ✓ Oversee the hosting of banquets to provide customers with an excellent banquet experience. Their duties include consulting with banquet sales directors and head chefs, determining the number of wait staff, and planning the layout and setup of venues. They may also be required to manage beverage requests.

Banquet responsibilities

- ✓ Discussing sales contract details with the banquet sales director and the head chef.
- ✓ Planning the venue layout according to the number of guests and the type of event.
- ✓ Determining the number of table waiters and servers required.
- ✓ Supervising the placement of tables, chairs, cutlery, plates, glasses, table linens, centrepieces, heating lamps, serving utensils, and carving stations.
- ✓ Consulting with the Head Chef regarding the timing of meal courses to be served.
- ✓ Overseeing the seating of guests, the serving of meals and beverages, and the clearing of tables.

- ✓ Managing the availability of liquor and soft drinks, when required.
- ✓ Preparing work schedules and completing documentation in a timely manner.
- ✓ Answering customers' questions and accommodating special requests.

✚ Fun retreat Resort As Restaurant supervisor – 11th June 2018 to 11th June 2019

- ✓ Oversee all restaurant operations to ensure that restaurants run smoothly. They train and supervise restaurant staff, ensure compliance with food health and safety regulations, and resolve customer complaints.
- ✓ Screening, interviewing, hiring, and training restaurant staff.
- ✓ Managing restaurant staff's work schedules.
- ✓ Conducting regular inspections of the restaurant kitchen to determine whether proper standards of hygiene and sanitation are maintained.
- ✓ Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- ✓ Checking in on dining customers to enquire about food quality and service.
- ✓ Monitoring inventory and ensuring that all food supplies and other restaurant essentials are adequately stocked.
- ✓ Monitoring the restaurant's cash flow and settling outstanding bills.
- ✓ Reviewing customer surveys to develop and implement ways to improve customer service.
- ✓ Resolving customer complaints in a professional manner

HOBBIES AND INTERESTS

- Reading books, Newspaper and Magazines, Travelling, Watching TV, Listening Music & Singing, Socialization and other activities.
- Exploring, Music, Inspiring and Traveling

1. Fun Retreat resort Human Resource manager

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I, **Goban Mallya**; Do hereby confirm that the information given above is true to the best of my knowledge; it constitutes a brief picture of my qualifications and experience that are valid and correct.