

NOMORE SAYI

AB19 GUTU STREET RUGARE HARARE

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A confident, persuasive hands on food Production/Operations Manager who has a strong professional demeanour, and a proven ability to maintain and enhance a profitable business. I am a goal driven individual who will have a significant impact on the overall value and future success of any company. I thrive in a fast-paced, agile and dynamic environment. A team leader with Food Production and Management skills. I have solid sales and service experience. Thorough knowledge of Food and industry trends. Responsible for training, GFSI and HACCP compliance. Skilled in motivating staff to follow and achieve the desired results through cooperation and teamwork. Hands on Experience baking Breads, Artisan Breads, Tarts, Confectionery, Pastry, Biscuits, Rolls, Cakes, Fast Food, Catering and Culinary

A member of the Retail Bakers Association of America.

A member of the Bread Bakers Guild of America.

WORK EXPERIENCE

NATIONAL BAKERY MANAGER

GOLDEN CRUST PVT LTD ZIMBABWE- JAN 2019 – FEBRUARY 2020

(Managing 13 central Bakeries for EAT N LICK ZIMBABWE)

BAKERY MANAGER

HYPER PSARO OCT 2018-NOV 2018

DEMOCRATIC REPUBLIC OF CONGO

BAKERY MANAGER

SOLOMONS AND COMPANY- JAN 2017 – JULY 2018

ISLAND OF SAINT HELENA SOUTH ATLANTIC OCEAN (UK OVERSEAS TERRITORY)

(Managed a semi-automated bakery with a staff complement of 24 staff members)

Duties and responsibilities

- Acquired a thorough knowledge of market for bread and other bakery products to enable the Bakery to respond appropriately to market needs either through modifying existing products or creating new lines
- Created and maintain customer relationships and confidence in product lines
- Ensured consistency of bakery products are maintained in adherence to established quality standards
- Achieved the agreed financial and operational aims and objectives and margins as set out in the BOU Budget and Strategic plan.
- Was responsible for the marketing, advertising and promotion of the Bakery operation
- Kept up to date on the latest developments in the industry and to make recommendations to Senior Management for any major changes which are indicated.
- Developed formal procedures, including a quality manual to ensure that the quality, timeliness and cost of the products meet the agreed standards

- Ensured hygiene and safety standards are met at all times and plan training as and when required for staff
- Monitored staff performance and staff appraisals

Established effective planned maintenance of equipment and availability of critical spares to ensure reliable operation

- liaised with the General Manager (Production) regarding the costing and pricing of products
- Ensured that sufficient raw materials are ordered to maintain a reliable output without exceeding the maximum levels set by the Company
- Established standard times for each type of production run so that efficiency can be measured and work accurately planned
- Reviewed monthly with Senior Company Management the operational and financial performance of the bakery by reference to the agreed measures of performance
- Submitted a monthly report on bakery operations on a monthly basis
- Completed monthly Profit & Loss Variance Reporting.
- Attended full management meetings as per Company's calendar of events
- Prepared the Business Operating Unit Annual Budget.
- contributed to the Bakery Strategic annual planning process
- made recommendations in respect of capital expenditure on new equipment
- made recommendations on promoting the development of the businesses to the General Manager (Production)
- Any other duties as required by Senior Management.

SERVICE DEPARTMENT MANAGER

ROYAL ASCOT SUPERSPAR MILNERTON CAPETOWN-SEPT 2016- JAN 2017

Managed the following departments to reach department goals:

Hot foods, Bakery, Salad bar, Kosher, Deli, Fish, Demo, Grill

- Worked, and developed relationships, with external suppliers to ensure the very best reputation within the industry, and received the service required to ensure that the team can deliver the highest quality product, and the highest financial return.
- Worked closely with the General Manager to ensure correct stock levels are available.
- Budget control, Product Costings and product development
- Production scheduling and Planning
- Worked closely with departmental supervisors.
- New ranges
- Purchase orders and maintained GP's
- 15% yearly growth target
- GP's Margins
- Hot foods 40%
- Deli 32-35%
- Bakery 50%
- Bakery Third party 25%
- Fish 25%

- Kosher 18 – 20%
- Salad bar 35%
- Managed daily, weekly, quarterly and annual stock takes .Maintain the management of invoices and journals and monitor expenditure associated with catering equipment repair, manage the asset register and assist in budget setting each year for the department.
- Customer service-ensuring good customer service in all departments.
- Managed Showcasing themes.
- Constantly reviewed the product range to ensure that all key quality standards are maintained
- Managed the merchandising process in all departments
- Staff Management- a complement of 30+ employees
- Maintained hygiene standards
- Monthly time scheduling reporting on Web register.
- Occupational Health and Safety management and adherence.
- Providing constant leadership, counselling, advice and feedback to peers.
- Providing an environment of openness and trust, with constant feedback and performance coaching and performance reviews.

BAKERY MANAGER

FOOD LOVERS MARKET PAROW CAPETOWN SOUTH AFRICA – MAY 2013 –SEPTEMBER 2016

DELI HOTFOODS BAKERY SUPERVISOR

CENTURY SUPERSPAR PAROW CAPETOWN –FEB 2011 – APRIL 2013

PERSONAL ATTRIBUTES AND PROFICIENCIES.

I am courteous and focused on providing a consistently high standard of customer service.

I am standards driven and detail orientated.

Ability to multi-task in a fast paced environment

Extensive culinary, dough, confectionary knowledge
 Persistent and skilled at negotiating with supplier
 Experience in working across functions to improve customer service.

Able to manage time and projects effectively.

Ability to think through and solve problems methodically.

High degree of personal integrity and professionalism.

Proficient with Symphony, Spar Integrated goods management system, Chipkins Bakery Computerized costing program.

Proficient with Ms-word, Ms-excel, Ms-PowerPoint

EDUCATION

HIGHER IN CERTIFICATE IN ECONOMIC AND MANAGEMENT SCIENCES-UNIVERSITY OF SOUTH AFRICA 2014-2015

DIPLOMA IN PROCUREMENT AND SUPPLY (CONTRACTS AND ACQUISITIONS) CIPS (UK) EXPECTED

ORDINARY LEVEL-MUFAKOSE HIGH SCHOOL HARARE ZIMBABWE

CERTIFICATIONS/LICENSES

PRINCE2 PROJECT MANAGEMENT FOUNDATION CERTIFICATE 2017

Level 3 Award in Food Safety Supervision for Manufacturing V2.00 (UK)

2017 LEVEL 2 Food Safety and Hygiene FOR CATERING (UK) 2017

