**CAREER OBJECTIVE**

Recently I have been promoted as a captain of a team of food and beverage service associates at Emirates First class Lounge, Dubai airport. With an international experience from the USA I am seeking to invest my skills set as a guest relational executive, in the front office department to enhance my ability and benefit a company of repute. Being ambitious I aim to attain high level of customer satisfaction with a set standard provided by the company, with outstanding personality and problem solving skills.

**AN OVERVIEW**

* **B.A. (Hospitality Management)** from Edinburgh Napier’s University, Scotland, UK; 2010
* Possesses excellent **Personality and commutation, analytical, interpersonal, complaint handling skills, relationship building and team building skills** with proven ability in establishing quality systems and training the new joiners. Major in front office operations.
* Possesses 4 years of experience in Restaurant Management, Food & Beverage Operations & Client Servicing.
* Adept in ensuring maximum customer satisfaction by providing assistance and achieving quality norms.
* **Gained knowledge in American Cuisine, its sales and service operations.**
* Proven ability of delivering value-added customer service and achieving customer delight by providing customised products as per requirements and resolving their grievances.
* Trained to train staffs.
* Excellent Grooming standards, Personality, complaint handling and communications skills.

**EXPERIENCES**

**Senior Captain:** January 2013 – Present-

Emirates Group, Terminal 3, Dubai International Airport Dubai, UAE**,** First Class Lounge

**Responsibilities:**

* Supervise workers activities in the dining area.
* Plan and make side jobs for the waiter and waitress.
* Ensure proper service standard is being carried by the subordinates.
* Maintaining proper dining experience, order and received delivering items.
* To ensure each customer is satisfied with the service and product.
* Oversee the other servers and helps to make sure that everything flows well.
* Responsible for maintaining hygiene and cleanliness standards in the outlet and upkeep of all service equipment.
* Involves coordination amongst the waiting staff, communicate with the kitchen and management and train the new waiting staff.
* Conduct a briefing for the waiting staff every day.
* Handling conflicts and disputes amongst the staffs and guests complaints in a professional manner.
* Preparing daily report of every detail and minor incidences.
* Monitoring daily Inventory and Stock handling of dry stores and beverages.

**Internship** Growth Path: April’ 2011 – April’ 2012

Middle Bay Country Club, NY, USA

**Responsibilities:**

* Involved in sales and up-selling of food and beverage.
* Overseeing food service and providing daily supervision to service personnel to ensure compliance with Serve-Safe guidelines and Department of Health regulations.
* Developing and presenting new menus and local food and beverage marketing programs, and participate in and maintain system-wide food and beverage marketing programs.
* Managed complete banquet operations for big events in the golf course.
* Devising & putting in place systems & procedures revolving around the need of the guest.
* Interacting with guests for feedbacks and implementing world-class service strategies; ensuring that the guests are being properly welcomed and looked after by maintaining good standard of service.

**Server:** Jan’ 10 – Apr’ 10: EAT, Edinburgh Airport,

* Involved in preparation and sale of fresh baguettes, sandwiches and coffee.
* Handled cash on a daily routine.
* Managed opening and closing of the restaurant and attended to customer complaints.

**Industrial Trainee (OJT):** Apr’ 09 – Oct’ 09:

The Oberoi Mumbai, Nariman Point, Mumbai, India as Industrial Trainee

* Worked with Opera system and gained hands on experience in night audits.
* Managed check-ins and check-outs of hotel guests and took care of disappointed guests.
* Obtained practical training in all four major departments in the hotel including Front Office,
* Food and Beverage service, Kitchen and Housekeeping as a part of college program.
* Executed all responsibilities in the hotel, & received appreciation.

**EDUCATION**

* B.A. (Hospitality Management) from Edinburgh Napier’s University, Scotland, UK; 2010
* Major in Front Desk operations, other subjects- Hospitality Business development, Food and Wine society, Hospitality Supervision and training skills, Facilities Planning, Conference Management and Service Management.
* Diploma in Advanced Hospitality from International Institute of Hotel Management, Kolkata; 2009
* ISC High School scored highest in English, St. Thomas School, Kolkata, India.

**BEYOND CURRICULUM**

* Train the Trainer Program.
* Food and Safety
* University Mentor- Edinburgh Napier University, Edinburgh, UK.
* Distinction of representing school in various sports as Captain.
* Attained awards and certificates in the field events, music and dance.
* Undergoing classes to obtain UAE Drivers License.

**IT COURCES**

* Trained to work on Opera, Micros Fidelio systems, with 25 words per minute typing speed.
* Microsoft Office Suite, Internet Explorer, Paint Shop Pro, Adobe PageMaker.

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