**Krishna**

**Krishna.365691@2freemail.com**

**Post- Supervisor**

**DOB:** 16/08/1988

**Area of Interest:** Food & Beverage Service

**Professional Profile**

* An extremely hard working, highly self motivated and driven individual with a proven track record within the hospitality industry and a commitment to delivering an exceptional customer service at all times. Works well on own initiative with a high level of self responsibility and is instrumental within a successful and productive team. Possesses excellent organisation, time management, planning, problem solving and interpersonal skills, using communicative abilities to formulate and foster beneficial relationships with colleagues and customers alike.

**Career Objective**:

* I am looking to secure a challenging and rewarding new role, where I can apply the skills, knowledge and experience I have developed throughout my career to date, whilst enabling further professional and personal development.

**Educational History:**

* **Degree in Hospitality Management (2008-2011)**

**Edinburgh Napier University, Scotland, London** at International

Institute of Hotel Management, Kolkata, India.

* **Advance Diploma**

**Awarded by I.H.G (International Hospitality Administration) (2008-2011)**

* **Higher Secondary School (2007)**

West Bengal Board

* **Senior Secondary School (2004)**

West Bengal Board

**Professional Experience**:

* **Presently working with FUJAIRAH ROTANA RESORT & SPA, (UAE) from 1st October, 2014 Till Date in Waves Restaurant .**
* **Courtyard by Marriott, Gurgaon, NCR, India, January, 16th 2012 -28th Semptember, 2014.**
* **Industrial Training – Hotel Clarks Amer, India (2009-2010).**

**Duties & responsibilities**

* Opening and closing of the restaurants.
* Handling cash, closing cheques in micros and preparing all the cashiering report at end.
* Prepare Roaster for the staff.
* Conduct regular training sessions with the assigned team in line with the departmental SOP’s
* Handle the welcome of arriving guests and their seating through the hostess and take over, if she is not available
* Inspects dining tables and work areas for cleanliness.
* To ensure that the linen is picked up from the linen department, and returned at the end of the shift.
* To ensure that the Guests water goblets/tumblers are constantly topped.
* To clear the side station and keep it neat and tidy at all times.
* To be aware of the menu and beverages served in the outlets.
* To follow the Apprentice program and schedule.
* Making the store requisition as per requirement of Food and Beverages.
* Playing a key role within a successful and productive team responsible for setting up the restaurant and café for service as well as ensuring correct mise-en-place
* Personally responsible for seating customers, taking accurate orders regarding food and beverage and passing the same into the relevant personnel for preparation
* Providing the customer with their bill and processing the same through the till system, taking a variety of payments and responsibly handling the same, including cash and credit/debit cards
* Consistently providing an exceptional customer service at all times, assisting with food and beverage choices and dealing with any queries or concerns in a prompt and knowledgeable manner
* Working in line with all governing health and safety, cleanliness and food hygiene guidelines and procedures.
* Upselling wines every day.
* Monitoring the maintence and Equipment system of Restaurant on daily Basis.
* Responsibility of tracking all Alcoholic and non-alcoholic beverages expiry date.
* Requisitions supplies, such as glassware, china, and silverware.

**Special Skills:**

* Comprehensive problem solving abilities, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator & hard worker, Cashiering in Restaurant.

**Technical Skills**

* Microsoft Office (MS-Word, MS-PowerPoint, MS- Excel etc), Basic Internet knowledge & Knowledge of Fidelio, Opera software, Micros.

**Language Ability:**

* English : Fluent
* Hindi : Excellent

**Hobbies:**

* Listening music, reading books, roaming around the nature and making new friends.

**Achievements:**

* **Awarded best Empolyee in Feb,2016.**
* Appreciated by Food and Beverage manager of Fujairah Rotana for meeting the Guest Expectation.
* Got various good comments from the guest on **Trip advisor, More than (10) times** for Enhancing Guest Satisfaction.