**CURRICULUM VITAE**

**`**

**SHILPA**

**Shilpa.372614@2freemail.com**

**OBJECTIVE**

To be in the position that would utilize my skills in the fields of hospitality, customer service and provide me with the opportunities for career enhancement and development as I seek to contribute to the growth in myself and to the company**.**

**Profile:**

* Professional with achievements in management of

Operational activities in the Hospitality Industry.

* + Able to motivate employees to perform to their

Maximum potential.

* + Adept Communication with customers and staff.
	+ Strongly self motivated,enthusiastic,adaptable

And committed to professional excellence that

 Enjoy new challenges.

**TECHNICAL EXPERIENCE:**

* Basic Cabin Crew training from Frankfinn Management Consultants, Cochin,Kerala,India
* Customer service Training from ACDA,management consultants, Anna Nagar,Chennai,India
* Basic Computer knowledge, MS-Office, MS Excel,MS- Word
* **Person in Charge- Food Hygiene Training Level 3, From Dubai Municipality.**
* **Holding a Valid UAE driving License.**
* **Assisting Operation Manager on daily Administration work related to Human Resource.**

 **PROFESSIONAL EXPERIENCE:**

 **Fauchon Le Café** December 2012 – Till date

French Cuisine

 Café and Restaurant

 Paris Group

 Dubai, UAE

 **Restaurant. Manager**

* **BIELLA** March 20,11 – December 2012

 Cafeteria and Pizza

 Restaurant)

 Paris Group

 Dubai, UAE

 **Rest.Asst Manager**

**Major Responsibilities:**

* Restaurant Manager for daily operation of restaurant and supervise all the staff by giving training, calculate working hour every week ,making duty roster, side duties for all staff, looking after VVIP as the Group as well if there’s any, maintain general requisition is done every week and outdoor catering.
* Check operational restaurant and supervising all Asst Managers , supervisors and waiters during operational hours.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Train all the Asst Managers, Supervisors and waiters for up selling food and beverages
* Explain how various menu items are prepared, describing ingredients and cooking methods in daily briefing.
* Service and bartender scheduling
* Ensuring that Hygiene and sanitation is maintained at high standard within restaurant
* Manager in handling cash receipts.
* Organizing for the repair and maintenance of the restaurant equipment.
* Ensuring that Hygiene and sanitation is maintained at high standard within restaurant

 Asha’s August 16, 2010 – March 19, 2011

 Contemporary Indian Cuisine

 Paris Group

 Dubai, UAE

 **Restaurant Supervisor**

 **Fauchon Le Cafe** Sep 01, 2009 – August 15, 2010

 Paris Group

 Dubai, UAE

 **Supervisor**

 **BIELLA** May 02, 2009 – Aug 30, 2009

Cafeteria and Pizza

 Restaurant)

 Paris Group

 Dubai, UAE

 **Asst.Supervisor**

 **COFFEE REPUBLIC** Jan 16, 2008 – May 01, 2009

 Paris Group

 Dubai, UAE

 **Senior Barista**

 **Costa Coffee** Nov 07, 2005 – Jan 14, 2008

 (Master franchise of Costa

 Coffee, UK)

 Devyani International, Ltd

 New Delhi, India

 **Shift Manager**

 **EDUCATIONAL QUALIFICATION**

* Bachelor of Arts in English, from Annamalai University, Chennai. India.
* Passed Higher Secondary from CBSE, Board. New Delhi, India.

 **PERSONAL DETAILS**

Date of Birth : 20 December, 1985 Nationality : Indian

Gender : Female

Marital status : Married

Visa Status : Residence (UAE), valid till Dec 2018

Languages Known : English, Hindi and Malayalam