**CURRICULUM VITAE**

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Name : Swapnil

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**OBJECTIVE :**

Wants to achieve organization success and gain valuable experience, utilize and develop my talent with the organization.

**ACADEMIC QUALIFICATIONS:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr.No. | Degree | University/College | | Month/Year | Percentage |
| 1. | S.S.C | Mumbai | | March-2010 | 67.64 |
| 2. | H.S.C. | Mumbai | | February-2014 | 55.50 |
| 3. | B.A. | Mumbai | | March-2016 | 60.35 |
| **3 years DIPLOMA in hospitality sector** | | | | | |
| 4. | 1st year | Mumbai | | July – 2011 | 73.66 |
| 5. | 2nd year | Mumbai | | Feb - 2012 | 95.38 |
| 6. | 3rd year | | Mumbai | Feb - 2013 | 82.30 |

**SUMMARY OF SKILL ABILITIES AND PERSONAL ATTRIBUTES:**

* Strong focus on Guest service and satisfaction.
* 3 Years of UAE Experience in the Hospitality industry.
* Excellent people management and communication skill.
* Excellent in following oral and written instruction.
* Honest, trustworthy, respectful, possess cultural awareness and sensitivity, flexible and can demonstrate sound work ethics.

**WORK EXPERIENCE:**

* Industrial training Program in the Trade Food & Beverage Service from 11th April 2012 to 10th October 2012 – **( THE WESTIN MUMBAI GARDEN CITY )**
* Assistant F & B Attendant – 11th October 2012 to 11th April 2013 –

**(THE WESTIN MUMBAI GARDEN CITY)**

* Team member - 20th April 2013 to 10th  February 2015 **SMAAASH ( Multicuisine Restaurant)**
* F & B Team leader - march 2015 to February 2016 in **ROYAL TANDOOR** (Indian fine dine) [INTEGRAL FOOD SERVICE] **FUJAIRAH U.A.E.**
* Currently working in  **THE ELS CLUB**  as a F & B Head Waiter in **DUBAI SPORTS CITY U.A.E.**

**JOB DESCRIPTION**

* Welcome guests during check-in and giving a found farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Perfect customer service and ensure that all food preparation is done in timely manner to meet customer needs.
* Communicated effectively staff and clients
* Supervise the junior staff to give the best service to the guest.
* My professional background involves working in different sections of food and beverage department.
* I have extensive experience in service and have worked in a speciality restaurant, fast food outlet, coffee shop outlet.
* I would like to bring to your notice that I have also worked in banquets and have knowledge if the operations if both conference and banqueting.
* I have also worked in the bar and have a brief knowledge of cocktails, mocktails and also the back bar setup.
* My technical knowledge includes micros and other POS operating systems and also I am well versed in microsoft.office and other computer applications.

**PASSPORT DETAIS:**

* Place of Issue : MUMBAI
* Date of Issue : 13-02-2013
* Date of Expiry : 12-02-2023

**PERSONAL DETAILS:**

* Date of Birth : 08 August 1994
* Nationality : Indian
* Religion : Hindu
* Marital Status : Single
* Languages Known : English, Hindi & Marathi
* Hobbies and Interests : Photography, Traveling.
* Place : Dubai

**Declaration**

I hereby certify that the information presented above is true and accurate to the best of my knowledge and belief.

Signature

(Swapnil)