**CURRICULUM VITAE**



**FAIZAL**

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**Dubai – UAE**

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**OBJECTIVE:**

To work consistently and diligently towards acquisition of critical skills and expertise needed for a highly challenging career in a professional organization, where opportunities exist for professional growth and career advancement.

**KEY SKILLS:**

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| Strong analytical | Hospitality etiquette | Establish targets |
| Customer service | Problem solving | Adaptability |
| Lead F&B team | Food preparation | Report on sales results and productivity |

**WORK EXPERIENCE:**

**Company : Wellington Lounge Bar - ROYAL ASCOT HOTEL BurDubai, UAE**

**Designation :** Supervisor

**Period :** 15th April’2015 TO 30th June’2017

* Consistently offer professional, friendly and engaging service
* Supervise the F&B Outlet team in all aspects of the department and ensure service standards are followed
* Maximize revenues by upselling and following budget guidelines
* Handle guest concerns, reacting quickly and professionally
* Balance operational and Colleague needs
* Providing functional assistance to the staff during peak periods.
* Maintaining a clean and wholesome ambiance in the outlets, controlling room temperature, ventilation and lighting effects.
* Have full knowledge of all menus and promotions
* Ensure Colleagues have full knowledge of all menu items, garnishes, contents and preparation methods being served in the Food & Beverage Outlet
* Follow outlet policies, procedures and service standards
* Follow all safety and sanitation policies when handling food and beverage.

**Company :** **ROYAL ASCOT & ASCOT HOTEL, Burdubai, UAE.**

**Designation :** CAPTAIN

**Period :** 05th January’2012 TO 14th April’2015

* Mainly the inventory of the Minibar stocks that I am tasked to monitor everyday as I furnished the daily basis duty and finalized it by the end of the month as needed.
* Daily minibar checking and handling the certain compliant from the guest personally and meeting the guest every day and start to encourage them respectively to stay harmoniously at the hotel with the facilities and warm people that will eager to serve them.
* By the chance in the absence of the Order-taker, I can cater the needs of the guest through a telephone conversation and taking the order of the guest and upsell the foods that the menu offered and let them understand what the hotel can comfort in terms of menu satisfaction.
* At a certain shift, which is night-shift, the responsibility that I will give the heavy weight of too is the breakfast card checking, so that the very important person in the business will be happy and satisfied first thing in the morning, which is their very important meal of the day, the breakfast.
* Increased sales by 3% last year due to diligence, friendly service, and prompt response to inquiries.

**Company :** **PAMS HOTEL, INDIA**

**Designation :** CAPTAIN

**PERIOD :** 20th July’2010 TO 30th November’2011

The hotel has its unique features and extensive art work and offers one stop service for the corporate and business travelers. 54 room property with high standards provides an excellent guests service with 3 specialty cuisines and a style bar.

* Menu Planning, Menu Finalizing, Presentations of the food with innovation & creativity.
* An excellent Buffet player and an A la Carte as well.
* Working as a supervisor in Food & Beverage Service. Also involved in Guest Handling, Problem solving, Order taking, mini bar section & taking care of service utensils.

**Company :** **NASA Fried Chicken (NFC) Restaurant, Pondicherry, INDIA.**

**Designation :** Team Leader

**Period :** 10th April’2009 to 10th May’2010

Execute the employee’s welfare and ensure that health and safety monitored. Menu planning, estimating food consumption, flow of goods in and out, controlling on food cost and wastage will be recorded.

* Monitoring of food preparations and methods, with quality and quantity control.
* Highly responsible for cleanliness of kitchen and dining areas to be well sanitized.
* Food Safety, Hygiene and all other necessary trainings will be conduct.
* Resolving customer complaints and ensure their satisfaction.

**Company : KFC, Chennai, INDIA**

**Designation :** Team member

**Period :**  02nd July’2008 – 15th December’2008

* Give every customer immediate and undivided attention. Do everything possible to ensure that customers are satisfied and have a positive experience.
* Ensure a fresh and appealing display by keeping cases, shelves, and displays clean and well stocked, while continuously checking and ensuring freshness and quality of products.
* Operate and sanitize all equipment in a safe and proper manner.

**INDUSTRIAL TRAINING:**

**Company :** **Bekal International, Kerala, INDIA**

**Period :** 03rd Apr’2008 – 06th Jun’2008

**Company : Oceanique Resort, Goa, INDIA**

**Period :** 04th Dec’2007 to 28th Feb’2008

**EDUCATIONAL QUALIFICATION:**

**BSc. Hotel Management & Catering Science** (2006-2009) at S.R.M College of Science & Management, Chennai, India.

**HSC** (2005-2006) at Rotary Club Higher Secondary School, Mayiladuthurai, India.

**PERSONAL PROFILE:**

Date of Birth : 17/10/1986

Nationality : Indian

Languages known : English, Tamil, Malayalam and Hindi

Marital Status : Married

Visa Status : Visit Visa (12/03/2018)

**DECLARATION:**

I hereby declare that all above information is true and correct to best of my knowledge and I shall be grateful if you give me a chance to serve you.

**( FAIZAL)**

**REFERENCES:**

Available upon request