**Shashi**

Shashi.380230@2freemail.com

**CAREER OBJECTIVE**

To fully enhance my capabilities, perform the highest quality standard of responsibilities with the best I can be, interpersonal skills, communication and time support the business by preserving the good image of the company I serve.



service to do my duties and creative skills, and at the same

**ACADEMIC DETAILS**

* B.sc hotel management [2013] with aggregate of 80% from Punjab technical university
* Higher Secondary , India [2008] with aggregate of 54% from H.P.B.O.S.E Dharamshala



**WORK EXPERIENCE**

* **Working as Head waiter in Jazz @pizza express from Jun 2014 to till date**  **Role** :
	+ Responsible for Revel ,excel and CCG inventory weekly and monthly
	+ Updating weekly analyses with daily Sale fingers
	+ Responsible for petty cash bills and banking updates
	+ Till closing and Sending daily sale report to management
	+ Responsible for coordinate with all supplier and ordering FOH stuffs
	+ Coordinating with hostess for booking conformation advance payment and arranging setting plan as par the cover.
	+ Updating team notice board with staff duty allocation etc.
	+ Maintaining the staff file document as par the municipality requirement
	+ Maintaining the municipality file with regular follow up grease trap and pest control report etc.
	+ Responding the all mails replays on outlook absence of manager.
	+ **Team Management**
	+ Responsible to create healthy working around Responsible to organize the staff food breaks
	+ Leading shifts by an example to educate & strengthen my team knowledge Preparing duty roaster for staffs to as per the business needs
	+ Recognizing them for the good work
	+ Taking One O one session with them to get better ideas to improve sales & customer service
* **Worked as Waiter in Ramada hotel Rak from Jan 2014 to Jul 2014** Role :
	+ Deliver excellent customer service, at all times, ensuring guests’ comfort and safety
	+ Assist in keeping the Restaurant clean and tidy, at all times. Deal with customer
	+ Complaints in a professional manner Arranging and chairing team meetings to discuss strategy. Inspiring and motivating staff to increase sales.
	+ Working towards the highest levels of customer satisfaction as indicated through feedbacks. Inventory control.
* **Worked as Waiter in Radisson from Mar 2012 to Dec 2013**
* Role :Has worked with Hotel Radissons food and beverage assistant in all sections (Restaurant, Bar, Banquet) with a “YES I CAN' attitude )
* Providing a warm welcome for customers.
* Receive food & drink orders & serve customer requests to the standards required. Serving dishes to customers at tables.
* Learning the names of & building relationships with regular customers.



**FIELD OF INTERESTS**

* Food and beverage service



**SKILLS**

* Cooking
* Latte art making in coffee
* Computer Microsoft office
* People skills



**INDUSTRIAL EXPOSURE**

**Implant Trainin**

• Fast Aid & Hygienic standards training Dubai –pizza express

**ACHIEVEMENTS**

* Managed company monthly budget of (2500000) amount
* Were promoted as a Team leader
* Nominated best Employee of the month at Pizza Express
* Receive free Visit Burj Khalifa ticket for upselling expensive wine in wine week compilation
* Nominated for bravo in Radisson twice in a year from Carlson
* 100% Ministry Audit Report Received



**CURRICULAR ACTIVITIES**

* Music and dance



**REFERENCE**

**Keith Hale**

Area manager

Pizza express



**DECLARATION**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date : 6.04.18

Place : Dubai

(Shashi)