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**ANOOP**

* **E-mail:** [**anoop.382080@2freemail.com**](mailto:anoop.382080@2freemail.com)

**Seven Years’ experience in F&B and Front office (4 years in Qatar)**

#### CAREER OBJECTIVE

Having a positive attitude, with good communication skills, expecting to be a part of your esteemed organization’s dynamic work force and climb up the corporate ladder with my dedication and sincerity towards my job.

**PROFESSIONAL SUMMARY**

Dedicated with seven years of exemplary service in the food service industry. Committed to providing helpful, fast, and accurate service to patrons. Demonstrate active listening and communication skills to ensure patrons are satisfied and happy. Experience in various settings, including family restaurants, bars, cafeterias, banquets, and room service. Comfortable serving patrons of various age ranges and backgrounds. Determined team player striving to deliver the highest quality service alongside food service staff.

**PERSONAL TRAITS**

* Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making the proper adjustments or corrections.
* Excellent active listening skills and ability to give my complete attention to patrons during busy times.
* Demonstrated service orientation; always looking for opportunities to serve patrons and assist other employees.
* Effective at multiple points of sale software systems.
* Patient and compassionate when serving patrons, making them feel at home at the establishment in which they are eating.
* Solid background in organizing other wait staff and hosts, coordinating my responsibilities to ensure a smooth flow of service.

**EMPLOYMENT HISTORY**

* **HMSHost International – Doha, Qatar.**

**Supervisor (Two Years)**

**Responsibilities:**

* Escorts customers to their tables and ensures they are settled comfortably; offers coffee and other drink.
* Presents the menu to customers, answers queries about it, and makes suggestions if necessary.
* Informs patrons the restaurant’s daily specials.
* Explains the preparation and cooking methods as well as ingredients of various menu items.
* Takes orders from customers for food and beverages, writes down or memorize the orders; and enters information into the computer for transmittal to the kitchen.
* Ensures that customers are enjoying their meals or that they do not have any problem with their food.
* Prepares and tidies up the tables or counters; makes sure there are enough salt, sugar, pepper, cream, other condiments and napkins in every table or counter.
* Performs other duties like brewing coffee and preparation of salads and appetizers.
* Decorates dishes prior to serving.
* Ensures that there are adequate supplies of food, tableware, linens, and beverages.
* Stays alert for customer’s requests and be prompt to address them.
* Performs other tasks assigned by supervisor or manager from time to time.
* **NANDO’SGROUPS IN DOHA QATAR**

**WAITER (TWO YEARS)**

**Responsibilities:**

* Act as a waiter and cashier in the restaurant
* As a waiter I like to provide excellent customer service and give my customer a pleasurable dining experience and want to come back time and again.
* Assisted customer in menu decision.
* Able to work well within a team.
* Able to pick up new processes quickly and efficiently.
* Organized individual with excellent customer service and attention to detail.
* Participated in monthly staff meeting and training sessions.

**One year experience as Restaurant Manager in CLAFOUTI Beach Resort**

**Responsibilities:**

* Assisted guests with making menu choices in an informative and helpful fashion.
* Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.
* Appropriately suggested additional items to customers to increase restaurant sales.
* Regularly checked on guests to ensure satisfaction with each food course and beverages.
* [Managed](http://templates.livecareer.co.uk/cv/admin/receptionist-template/) closing duties, including restocking items and reconciliation of the cash drawer.

**Two-year experience as Receptionist in PREETH Beach Resort**

**Responsibilities:**

* Drafted meeting agendas, supply advance materials, and execute follow-up for meetings and team conferences.
* [Manage](http://templates.livecareer.co.uk/cv/admin/receptionist-template/) the receptionist area, including greeting visitors and responding to requests for information.
* Design electronic file systems and maintain electronic and paper files.
* Handle all media and public relations inquiries.
* Serve as central point of contact for all outside vendors and clients needing to gain access to the building.
* Disperse incoming mail to correct recipients throughout the office.

**EDUCATION QUALIFICATION**

* **Degree in International Tourism and Hospitality (2011)**
* **Cabin crew Training from Frankfinn Institute of Air Hostess Training (2009)**
* **B COM from the University of Kerala (2008)**
* **Plus Two from Higher Secondary Board Kerala (2006)**

**KEY SKILLS AND ABILITIES**

* Ability to work effectively under time pressure and for long and extended hours.
* Ability to multitask.
* Diligence and dedication to work.
* Vast knowledge of different wines and spirits.
* A keen observer.
* Great sensitivity to the needs of others.
* Experience in preparing salad and other appetizers, and coffee.
* Experience in mixing drinks.
* A strong passion to ensure customer satisfaction.

**SOFTWARE SKILLS**

* Well versed in MS Office.
* Well known in Internet & E-mail Operations.

**PERSONAL DETAILS**

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| --- | --- | --- |
| **Nationality** | **:** | **Indian** |
| **Date of Birth** | **:** | **2thFeb 1988** |
| **Sex** | **:** | **Male** |
| **Marital Status** | **:** | **Married** |
| **Languages** | **:** | **English, Hindi, Malayalam and Tamil.** |