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**PARVAIZ **

**E-Mail:** [Parvaiz-399045@2freemail.com](mailto:Parvaiz-399045@2freemail.com)

**Whatsapp no:**+917504753686

**Languages:** English, Hindi, Urdu, Kashmiri& Arabic (Read)

**Hobbies:** Reading, Volunteering, Birdwatching & Hiking

**SUMMARY**

Adaptable and efficiency oriented guest service representative with over 3years of combined experience in hospitality and customer care. Recognizes and resolves problems quickly and efficiently to foster positive relationships with guests, to promote customer satisfaction, loyaltywith the public in a calm,courteous, friendly and professional manner. Personable & approachable, enjoys meeting and talking with different people.

**SKILLS**

* A desire to exceed exceptions
* Cash and credit transactions
* Trained in liquor, wine and food service
* VIP service orientation
* Restaurant intercom operations
* Dining room setup and layout
* Food handling laws
* Stock replenishment
* Club lounge servicing
* MS Office
* Micros and opera version 5
* Upbeat outgoing and positive
* Strong customer relationship builder
* Bilingual
* Persistence

**PROJECTS ON SITE**

**Six Months Internship from Hotel**

**Intern in the following core departments**

* Food and Beverage service
* Food production
* Front office And
* House keeping

**WORK EXPERIENCE**

**Hotel based company**

**FOOD AND BEVERAGE SERVER/HORIZON CLUB LOUNGE**

**Responsibilities**

* Greets patrons and customers as they arrive at the lounge and enquire into their credentials,
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare table by setting up linens, silverware and glasses,
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drink orders, using a POS ordering software, order slips or by memorization
* Communicate order details to the kitchen staff
* Serve food and drink orders
* Check dishes and kitchenware for cleanliness, arrange table settings and maintain a tidy dining area
* Deliver cheques and collect payments
* Meet with restaurant staff to review daily specials, changes on the menu
* Provide excellent customer service to guests.

**AWARDS & ACHIEVEMENTS**

* Received employee of the month for three consecutive months May, June and July.
* Most valuable team member.
* Received four letters of praise from guests/customers for helping and solving complicated problems.
* Qualified the (SFMS) Shangri-La food safety and handling exam conducted by (SLIM) Shangri-La international hotel management

**EDUCATION**

* Specialisation (Diploma) in Front office operations and management from Institute Of Hotel Management And Catering Technology, Srinagar, J&K-190008.
* Hospitality Assistant Program from CAP Work Force Development Institute Private Limited, Hyderabad-500073.
* Bachelor’s degree in Commerce (B.Com) from Islamia College of Science And Commerce, Srinagar, J&K-190006.
* 10+2 From Jammu & Kashmir State Board of school education, Srinagar J&K -190018