***Shiju***

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**Professional Headline: Catering Manager/Supervisor | Present a professional demeanor that converses philosophy of service, commitment & loyalty**

**SUMMARY**

In my progressive career of 5+years, I have attained proven success. Over the years, I have acquired proven skills in directly supervising multiple team members in the Food & Beverage Department and carrying out supervisory responsibilities in accordance with policies and applicable laws. I am adept at motivating & mentoring staff’s knowledge, inspiring & delighting guests fostering an environment of excellence in food, drinks & service. Also, I am adroit in resolving guest issues, making menu suggestions, delivering food and drinks tables, describing the dishes to guests, recommending wine selections, overseeing service staff, monitoring guest satisfaction and maintaining the flow of service throughout the dining room.

**----SKILL SET----**

* Overseeing and assisting the entire front of house team with all elements of service; taking ownership of station, knowing the names and preferences of tables, greeting, seating, running, bussing, re-setting
* Planning, assigning, and directing work for catering employees as well as for maintaining labor costs by adhering to schedules put before them

In addition, I have also attained the ability to think strategically, analyze, and articulate solutions to complex business problems, coupled with the ability to organize information and communicate the same in a clear and useful manner.

Feel free to drop a line at:*shijumjohn@gmail.com*

**EXPERIENCE**

**Catering Supervisor**| Al-Tasnim Middle East LLC, Oman | Since Jun 2012

In my present role, I am responsible for planning, assigning, and directing work for catering employees as well as for maintaining labor costs by adhering to schedules put before them.I assist with preparation and set-up of event room when necessary; attend pre-function meeting for briefing of event details; comply with Health Department rules and regulation and provide friendly and courteous customer service at all times. Also, I remain at assigned station and perform duties as assigned according to each event if needed as well as clean and return catering equipment and serving pieces to proper storage areas along with adhering to strict grooming standards and policies of company for themselves and the employees.

Moreover, I directly supervise multiple team members in the Food & Beverage Department and carry out supervisory responsibilities in accordance with policies and applicable laws. I take responsibilities of interviewing and training employees; planning, assigning and directing work; assisting in the performance appraisal process; rewarding; addressing complaints and resolving problems in conjunction with department leadership and Human Resources.

Additionally, I assist management with its ordering process, maintaining preset par levels of specific items using FIFO rotation method. I oversee and ensure observance and adherence to appropriate health standards in cleaning of work areas, equipment and in employee hygiene as well as ensure that company policies and procedures are followed and enforced while recommending improvements to established departmental procedures. Also, I assist with department preventative maintenance processes and adhere to cleaning schedules of the catering kitchen and refrigerators & freezers, dish machine and coffee machine.

**Captain |** Naushad Big Chef, Cochin | Jun 2011 – Jun 2012

As Captainat Naushad Big Chef, I was primarily responsible for floor supervision within the restaurant and for motivating & mentoring staff’s knowledge, inspiring& delighting guests fostering an environment of excellence in food, drinks& service. I resolved guest issues, made menu suggestions, delivered food and drinks tables, described the dishes to guests, recommended wine selections, oversaw service staff, monitored guest satisfaction and maintained the flow of service throughout the dining room. Also, I executed and facilitated service in cooperation with other captains, sommeliers, and managers while facilitating communication between the FOH & BOH.

Additionally, I oversaw and assisted the entire front of house team with all elements of service; took ownership of station, knowing the names and preferences of tables, greeting, seating, running, bussing, re-setting. I was responsible for the supervision of catering staff during events and breakdowns; coordinating with kitchen on food pick up; maintaining open communication with management, other employees and guests.

**Tr. Captain**| Backwater Ripples, Kumarakam | MM YYYY – MM YYYY

As Tr. Captainat Backwater Ripples, Kumarakam, I was ensured guest were serviced within specified time as well as spoke to guests and staff using clear and professional language, and answered phone calls using appropriate telephone etiquette. I answered any questions regarding menu and assisted with menu selections while anticipating any unexpected guest need and reacted promptly and tactfully. Also, I applied service techniques correctly at all times while serving Food & Beverage items with enthusiasmand set tables according to type of event and service standards.

Moreover, I communicated with the kitchen regarding any menu questions, the length of wait and product availability as well as updated about additional meal requirements, allergies, dietary needs, and special requests to the kitchen. I checked with guests to ensure satisfaction with each food course and beverages while being responsible for clearing, collecting and returning food and beverage items to proper area.

Additionally, I maintained cleanliness of work areas, china, glass, etc. throughout the shift; reviewed order dockets ensuring accurate and timely preparations for order requirements accordingly. I presented accurate final bill to guest and process payment as well as performed shift closing on the Point of sales terminal and tally cash and credit card settlements. I also ensured that the restaurant was always kept clean and organized, both at the front as well as the back of house areas while ensuring that hotel brand standards and SOP's were consistently implemented.

**Sr. Waiter**| Country Club India Ltd,Kovalam | MM YYYY – MM YYYY

As Senior Waiter, I made dining a fun experience by providing outstanding service to our residents while making sure residents received the beverages, salads, entrees, desserts, and well, anything they ordered in an accurate and timely fashion. I coordinated delivery and pick-up of daily room trays for room service orders as well as helped ensure the beverage and service stations were always well stocked and appropriately cleaned and organized. Also, I set tables with utensils, chinaware, silverware and glassware; refill all condiments after every meal as well as assisted the cooks with minor preparation and plating when needed.

Additionally, I communicated resident desires, needs, and opportunities for exceptional service to other team players. I cleared tables in my section; cleaned and wiped down tables and chairs after residents left dining room and completed daily cleaning duties as scheduled and requested.

**SKILLS & EXPERTISE**

* Hospitality Management
* Catering Supervision
* Food & Beverage
* Customer Relationship Management
* MS Office
* SAP
* HACCP
* ISO 22000-2005
* Inventory Management
* Process Improvement
* Quality Control/Quality Assurance
* Team Coordination
* Leadership Acumen
* Communication
* Problem Resolution

**PROFESSIONAL TRAININGS:**

* Two months Industrial Training (All Dep.) in T&U Leisure Hotel Munnar, Kerala
* Four months Training Experience F&B Service Royal Orchid Resort Bangalore

**EDUCATION**

**B.Sc. Hotel Management & Tourism**

S.A.M.S Don Bosco Campus Eranakulam, Kerala (Under Annamali University) | 2005 – 2008

**S.S.L.C**

Board of Kerala Educational Department | 2002

**H.S.C**

Board of Kerala Higher Secondary Educational Department | 2005

**PERSONAL DETAILS**

**Linguistic Abilities:** English, Malayalam, Tamil & Hindi