**First Name of Application CV No 1621746**

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**PROFILE:**

Highly motivated, hard worker, open to learn new areas of discipline, enjoys challenges, open for changes ,willing to be relocated, high spirited,  assertive ,communicative, analytical and goal oriented.

Furthermore, I am highly organized, able to prioritize responsibilities and have a very keen perception in life.

**SKILLS:**

* Broad knowledge in Hotel Industry especially in Food and Beverage Service.
* Excellent Presentation skills especially in restaurant settings.
* Exceptional Leader.
* Customer Service Oriented.
* Computer literate esp. in windows, excel, internet , opera  functions and  also;
* Familiar with the POS.
* Can speak Arabic and have very good communication skills in English

**WORK EXPERIENCE:**

**LE ROYAL HOTEL (\*\*\*\*) KUWAIT CITY (2014 - 2015)**

POSITION: Restaurant Manager

1. Oversees and manages all areas of the restaurant
2. Ensures guest service meets company standards and customer satisfaction is maintained
3. Respond to customer complaints, taking appropriate action to solve the problem
4. Staff, train and develop floor managers and hourly employees through orientations, ongoing feedback and by conducting performance reviews
5. Closely monitor the safety of the restaurant guests and staff through execution of food safety and restaurant safety standards and guidelines
6. Lead all financial areas including sales growth, cost management, and profit growth
7. Have a good working knowledge of all equipment and efficiently takes care of preventative maintenance.

**MOVENPICK HOTEL AND RESORT** (**\*\*\*\*\***) **AL BIDAA KUWAIT (2012–2014)**

POSITION: Head waiter

**RESPONSIBILITIES AND MEANS**

1. Ensures that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager.
2. Fully conversant with every dish served in the Restaurant and to provide explanations as requested.
3. Communicates with other Restaurant staff and Departments.
4. Assists the Restaurant Manager and his assistants in keeping the morale of the Team up through social and educational events.
5. Makes sure that Company Policy, the Vision Statement, and Departmental Objectives are followed and utilized at all times.
6. Assists with mizzen place through distribution of tasks and to ensure the monitoring and completion of tasks is done properly and in time allocated.
7. Takes responsibility for service in the area of the Restaurant under your responsibility during your shift. · To assist the Restaurant Manager and his Assistants in the preparation and presentation of training programs, briefings and SOP’s.
8. Reports and monitor or handle small disciplinary matters.
9. Always aware and promotes all services offered in the Hotel.
10. Ensures that all guest wishes are met so far as is reasonably possible.
11. Ensures that all staff calls guests by their correct name and title.
12. Assists with the Restaurant administration as allocated at twice monthly Management meetings.
13. Welcomes, sit and take food orders from guests in the Lounge or Restaurant.
14. Ensures that service is at all times performed in a professional manner following standards set.
15. To ensure that the billing procedure is thorough, correct and signed at completion of each meal.
16. Collects information and feedback while attending all staff briefings before each service.
17. Obtains feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager and his Assistants.
18. Ensures overall responsibility of the running of your station, private function or room service.
19. Assists in preparation, presentation and recording of trainings sessions.
20. Maintains good communication between Kitchen/Restaurant and other departments on a daily basis re specials, shortages and special dietary requirements.
21. Ensures that the Restaurant and Room Service areas are maintained to a high standard of cleanliness.
22. Ensures that all appliances, fixtures and fittings are safe and work in accordance with Health & Safety regulations and report any faults to the Restaurant Manager or his Assistants.
23. Fully aware of the Hotel’s Fire Safety Procedures and Health & Safety regulations.

**MOVENPICK HOTEL AND RESORT** (**\*\*\*\*\***) **AL BIDAA KUWAIT (2011– 2012)**

POSITION: Captain

**RESPONSIBILITIES AND MEANS**

1.         Responsible for guiding the hostess, waiter/waitress and bus boy/girls in the performance of their job.

2.         Responsible for ensuring sufficient operating guest supplies, beverage supplies and operating equipment during outlet’s operation.

3.         Responsible for the overall sanitation and cleanliness of the outlet during the shift.

4.         Responsible for the proper maintenance and good working order of all equipment, furniture and fixtures in the outlet.

5.         Responsible for consistently implementing the service standards and operating procedures in the outlet.

6.         Responsible for ensuring sufficiency of manpower in the shift.

7.         Performs other duties and responsibilities assigned by immediate superior, which leads to guest satisfaction and profit for the hotel.

**MOVENPICK HOTEL AND RESORT** (**\*\*\*\*\***) **AL BIDA KUWAIT (2009– 2011)**

POSITION: Senior Waiter

1. Follows complete instructions given by the Senior Head waiter or any senior member of staff.
2. Demonstrates respect to management and staff while addressing them.
3. Helps to ensure the smooth running of all guests’ requirements and Standards of Service are maintained at all times.
4. Implements policies and systems as required under the guidance of the management
5. Implements hot beverages are served by Hotel Standards and in the required time.
6. Effectively manage the Staff’s time and productivity while at work.
7. Ensures that the cleanliness and organization of your team are within the management guidelines.
8. Ensures that all elements are present to secure a smooth and efficient service.
9. Ensures that appropriate mise-en-place has been prepared.
10. Supports your staff, and operate as a safeguard in times of crisis.
11. Keeps a high Standard of personal hygiene and appearance.
12. Approach guests in the correct manner as lay out by Hotel Standards.
13. Uses the guests name whenever possible, in accordance with the Hotel Standards.
14. Trains new staff.
15. Assigns opening and closing duties.
16. Attends briefings and departmental meetings.
17. Act in accordance with fire, health and safety regulations and follow the correct procedures when the situation arises.
18. Sees through and to complete opening and closing procedures
19. Carry out additional tasks as instructed and by reasonable request from the senior team
20. Adhere to all policies and procedures as outlined by the hotel

**ALMUTHANA HOTEL (\*\*\*\*\*)**

Kingdom of Saudi Arabia

POSITION: Senior Waiter

**CEYLON CONTINENTAL HOTEL**, (**\*\*\*\*\*)**

COLOMBO, SRI LANKA. (2005 – 2006)

POSITION: Waiter / Bartender

**LE KANDY HOTEL,** (**\*\*\*\***Deluxe Hotel)

KANDY, SRI LANKA. (2003 – 2005)

POSITION: Waiter and Bartender

**HOTEL ELEPHANT BAY**, (\***\*\*** Hotel)

PINNAWALA, SRI LANKA (2002 – 2003)

Trainee: WAITER

**ON THE JOB TRAINING:**

**Moevenpick Hotel and Resorts Al Bidaa Front Office Department 5 Months Duration**

* **Receptionist**
* **Guest Service Agent**
* **Concierge**

**EDUCATIONAL BACKGROUND**

G.C.E (O/L) – 2000

**EDUCATIONAL QUALIFICATION**

**International   Hotel   School**

**Diploma for Food and Beverage**