

**MYA YE**

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**Summary**

Date of Birth 17 March 1980

Gender Female

Nationality Myanmar

Marital Status Single

Work Experiences

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| COMPANY NAME | SUMMIT PARKVIEW HOTEL |
| PERIOD | JUNE 2017 TO PRESENT |
| COUNTRY | MYANMAR |
| PROVINCE | YANGON |
| COMPANY BUSINESS | HOTEL & TOURISUM |
| POSITION | SENIOR SUPERVISOR |

***RESPONSIBILITY***

* ***Responsible for all of the business operations of a dining establishment.***
* ***Duties typically include interviewing, hiring, training, scheduling and managing employees, as well as overseeing inventory, including food and beverages, supplies and other restaurant equipment.***
* ***Responsible for resolving customer complaints regarding food quality and service and making sure the business complies with health and food safety regulations.***
* ***In addition, most managers perform administrative tasks such as managing payroll and writing budgets.***

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| COMPANY NAME | GROSVENOR HOUSE HOTEL (BUDDHA BAR OUTLET -RESTAURANT&BAR ) |
| PERIOD | APR 2015 TO APR 2017 |
| COUNTRY | U A E |
| PROVINCE | DUBAI |
| COMPANY BUSINESS | HOTEL & TOURISUM |
| POSITION | SENIOR CASHIER ( CROSS TRAINING AS AN ASST MANAGER) |

***RESPONSIBILITY***

* ***Managing all F&B and day-to-day operations within budget and to the highest standards***
* ***Ensuring excellent levels of internal and external customer service***
* ***Leading F&B team by attracting, recruiting, training and appraising talented personnel***
* ***Establishing targets, KPI’s, schedules, policies and procedures***

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| COMPANY NAME | THILAL LEWA HOTEL |
| PERIOD | FEB 2015 TO APR 2015 |
| COUNTRY | U A E |
| PROVINCE | ABU DHABI |
| COMPANY BUSINESS | HOTEL & RESORT |
| POSITION | CAPTAIN ( BAR & RESTAURANT ) |

***RESPONSIBILITY***

* ***To ensure that the outlet is managed efficiently according to the established concept statements.***
* ***To ensure that all operating standards are adhered to in order to achieve the level of service established in the Departmental Operations Manual .***
* ***To assign responsibilities to subordinates and to check their performance periodically to be on the floor at all times.***
* ***To assist in the operations during busy periods.***
* ***To assist in conduction monthly inventory checks on all operating equipment and supplies.***
* ***To assist in controlling the requisitioning . storage and careful use of all operation equipment and supplies.***
* ***To attend daily operation meeting in the absence of the outlet Manager.***
* ***To ensure that the outlet is kept clean and organized , both at the front as well as back of the house.***

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| COMPANY NAME | GRAND MILLENNIUM HOTEL |
| PERIOD | SEP2010 TO JAN 2015 |
| COUNRTY | U A E |
| PROVINCE | DUBAI |
| COMPANY BUSINESS | HOTEL & TOURISUM |
| POSITION | SENIOR WAITRESS |

***RESPONSIBILITY***

* **Reporting to outlet manager ,taking additional responsibility.**
* **Arranging special occasion for the guests.**
* **Working as a shift leader Positive contributing increasing outlet revenue by up selling .(suggestive selling & cross selling)**
* **Greeting ,seating ,& assisting the guests till they leave.**
* **Flexible in performing other duties ,ensure smooth service.**
* **Giving personalize attention for our valued guests.**
* **Responsible for all equipment handling.**
* **Be ability to work on Micros.**

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| COMPANY NAME | KANDAWGYI PALACE HOTEL |
| PERIOD | APR 2008 TO JULY 2010 |
| COUNTRY | MYANMAR |
| PROVINCE | YANGON |
| COMPANY BUSINESS | HOTEL & TOURISUM |
| POSITION | WAITRESS |

***RESPONSIBILITY***

* **Reporting to the outlet manager & assisting in service.**
* **Taking total responsibilities of the operation in my working area surpasses guest expectations , handle guest complain & up selling in our department**
* **Continuous study of menu & beverages menu list for the guest information & choices.**
* **Handling cashiering**
* **Handling daily sales report**
* **Develop departmental objectives ,budgets , policies , procedures and strategies.**

EDUCATION

**FEB 2002 to MAY 2005 Bachelor of Science** with **Physics** from **East Yangon University MYANMAR**

OTHER **CERTIFICATES**

**CERTIFIED FOOD & BEVERAGE BASIC COURSE FROM HOTEL & TORISUM TRAINING ( KANDAWGYI PALACE HOTEL) FROM 2006 to 2007.**

**CERTIFICATE AWARDED FOR COMPLETING THE ASSOCIATE BEHAVIOR & GUEST CARE CURRICULUM FROM GROSVENOR HOUSE HOTEL FEB 2016.**

**BASIC FOOD HYGIENE TRAINING CONDUCTED BY TUV MIDDLE EAST JUNE 2015.**

**LANGUAGES**

1. BURMESE NATIVE
2. ENGLISH FLUENT

**IT SKILLS**

Windows & Office tools

* MS word , Excel