**Pema**

**Email:**  pema.382331@2freemail.com

**Visa status: Visit visa**

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CAREER OBJECTIVE:

Seeking an opportunity to work in an organization, that provides a wide scope of learning and experience by utilizing my skills to contribute towards organizational goals by exceeding guests’ expectations.

**WORK EXPERIENCES**:

**THOMSON DIGITAL (ELSEVIER): Gangtok (2016-2018)**

* Worked as online publishing executive and then promoted to Quality Check.
* Copy-editing the articles (Science and Mathematics) to the standard quality for the reader convenience.
* Receiving articles from the clients and processing with the organization’s standard procedure.
* Handling the editing tool (TDXPS) and delivering the articles online.

**YARLAM RESORT: Gangtok (2015-2016)**

* Worked as Food & Beverage Supervisor, providing the standard hospitality service and delivering exceptional guest experiences.
* Ensuring the service to meet with the guest expectations with a sense of urgency and discipline.
* Greeting the guest, handling the telephonic reservations, supervising the associate with the SOP and handling the complaints.
* Ensure the Waiter’s station has been checked and cleaned during and after service.
* Anticipate guest needs, ascertain satisfaction, and respond urgently and appropriately to guest concerns and requests.

**HILTON BANGALORE EMBASSY GOLFLINKS: Bangalore (2013-2015)**

* Worked as Food & Beverage associate and responsible for taking orders and up sell the products when appropriate, presenting the menus, offer suggestions.
* Handling the stocks of liquors and maintaining the liquor in and out report.
* Ensure to deliver the order on time with complete meal and condiments.
* Communicating the right order with the Kitchen department and informing if any specific request from the guest.
* Handling the On Q for billing and maintaining the sales report.
* Cleaning the tables and keeping it ready with neat cutlery and crockery.
* Preparing all Food and beverage mise-en-place duties prior to service.
* Set up the restaurant according to the table plan, cover layout and standards defined by the hotel's management.
* Attend service briefings prior to each meal period and know the restaurant menu and specials of the day.
* Assist in stocking linens, clearing, cleaning and set-up of tables, chairs, linens, glass and silver, and food items for service.
* Help other areas of the restaurant such as answering telephones and completing financial transactions. Close the shift at the POS terminal.

**INDUSTRIAL EXPOSURES:**

* Industrial training in **THE PARK, KOLKATA** in all departments.
* Trainings in **ITC SONAR, THE OBEROI GRAND** and **THE PARK, KOLKATA.**

**EDUCATIONAL QUALIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| Exam | Board/University | School/college/University | Class |
| High School | WBCSE | St. Robert’s H.S. School, Darjeeling | 2nd |
| Sr. Sec High School | WBCHSE | St. Michael’s H.S. School, Darjeeling | 2nd |
| B.Sc (tourism) | IGNOU | IGNOU | 1st |
| B.Sc in Hospitality And Hotel Management | NCHM & CT | Institute Of Hotel Management, Catering Technology & Applied Nutrition | 1st |

**AWARD / ADDITIONAL QUALIFICATIONS:**

* Certificate of commendation for contribution to and participation in the Ceremonial Dinner hosted for the Honorable President of India by Honorable Chief Justice of Calcutta High Court.
* Nominated for Team Member of the Month for JUNE in Recognition of Outstanding Performance.
* Certificate of Recognition of being nominated for brand’s highest award - The Spirit Of Hilton Award, BLUE ENERGY.

**SKILLS:**

* Organized and efficient server.
* Up-selling capability.
* Quick problem solver.
* Thrives in fast-paced environment.
* Cash handling expert.
* Effective communication & inter-personal skills.
* Flexible with work.
* Decision making ability.

**OTHER ACADEMIC CREDENTIALS:**

* Personality development and Soft skills Training program, IHMCT&AN, Kolkata.
* Professional grooming standards.
* Diploma in Computer Application.
* Worked with application such as MS Office, MS excel, MS PowerPoint.
* Exposed to operations such as Fidelio, Micros, On Q.

**PERSONEL DETAILS:**

**Date of Birth:** 4th December, 1988.

**Nationality:** Indian.

**Visa status:** Tourist visa

**Languages known:** English and Hindi.