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| |  | | --- | | **SHAHID** | | F & B MANAGEMENT+ HOSPITALITY MANAGEMENT | |  | | **E-Mail:** [shahid-397869@gulfjobseeker.com](mailto:shahid-397869@gulfjobseeker.com) |  |  | | --- | | **PERSONAL INFORMATION**  **Civil Status:** Single  **Religion:** Islam  **Nationality:** Sri Lankan  **Height:** 178cm  **Weight:** 61Kg  **Languages:** English, Sinhalese and Tamil  **KEY SKILLS** | |  | | Event Management  F & B Management  Regulatory Compliance  Outlet Management  FOH & BOH Management  **Value-Added Attributes:**  MS Office Suite, Communication & Interpersonal Skills  Team Management  Relationship Management  Analytical Skills, Critical Thinking, Swimming,  Opera PMS 5.5 | |  |  | |  | | --- | | **EXECUTIVE PROFILE** | | A hospitality professional with 3+ years of experience in across the hotel industry in the UAE and Sri Lanka. Proven track record in providing leadership with strong customer service, relationship management, decision making and problem solving. Seeking a role transition as a **Restaurant Supervisor**to productively employ service management skills. |  |  | | --- | | **WORK EXPERIENCE**  **Food and Beverage Attendant– Pre-Opening Team May 2018 - Present** | |  | | **Key Responsibilities:**   * Reporting directly to Outlet Manager. * Providing Standard service to guests. * Responsible for maintaining hygiene and cleanliness standards & upkeep of service equipment in outlet. * Managing all service preparationsbefore& after theservice (mis-en-place & mis-en-scene). * In charge of all beverage stock and inventories * Complying with the hotel environmental, health and safety policies and procedures.   **Trainee Reservation Executive 2017 - 2018**  **Swiss Garden Kuala Lumpur, Malaysia**  **Key Responsibilities:**   * Dealt efficiently and politely with all telephone, email, internet and ‘in person’ enquiries. * Ensured that all reservations were recorded following established procedures with full and clear information and that they are input accurately and promptly onto thesystem. * Maximized revenue by converting enquiries, recognized business prospects and opportunities to upsell venue services. * Liaised with travel agents to coordinate room reservations. * Exercised effective listening to capture relevant information and provide a premiumexperience for the guest.   **PREVIOUS PROFESSIONAL EXPERIENCE**   * Trainee Waiter, Taj Samudra, Colombo, Sri Lanka **2015 – 2016**   **EDUCATION & TRAINING COURSES**   * High School, Wesley College, Sri Lanka, 2013. * Sri Lanka TourismApprenticeship Program in Hotel Operations Batch No.06, 2016. * Essential Food Safety Training Program, Abu Dhabi Food Control Authority. * 1-year Diploma inTourism and Hospitality Management 2017-18, from   Sheffield Academy Kuala Lumpur SDN BHD. | |  | |  | |