

SUDIP GHOSH

Vill - Promod Colony, P.O+P.S – Jiaganj, Dist – Murshidabad, West Bengal, 742123, India. Mobile: +91-9635318992

❖ PERSONAL SUMMARY

A polite, well-spoken and hardworking Captain with experience of working in a busy restaurant environment looking after the needs of patrons. Attentively at all times with a willing and helpful manner that is required to answer phone calls, taking reservations and prepare bills. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team. Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.

❖ WORK EXPERIENCE

Ikobo Sizzlers, Ahmedabad

Trainee Steward (for 6 month), Sr. Steward (for 4 month)
Feb 2014 to Dec 2014

Hotel Page One

Trainee Captain
Jan 2015 to Oct 2015

Responsible for looking after guests and attending to their needs during their visit. Welcoming them to the restaurant, escorting them to their table and also informing them of any special offers or meals.

Duties:

- Providing a warm welcome for customers.
- Receive food & drink orders & serve customer requests to the standards required.
- Serving dishes to customers at tables.
- Learning the names of & building relationships with regular customers.
- Ensure timely delivery of all food & beverage items to customers.
- Understand menu content and keeping up to date with any menu changes.
- Making recommendations from the menu if requested.
- Answer guest queries in a polite and helpful manner.
- Clearing cutlery and dishes away from tables.
- Passing food orders through to the kitchen staff promptly.
- Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.
- Full product knowledge of all menu items and hotel facilities and services.
- Check on customers asking if they are enjoying their meals and service.
- Ensuring the food service area is left clean and tidy once all the guests have left.
- Relaying, preparing and setting tables for the next guests.
- Looking after guests with special needs i.e. dietary requirements, allergies, mobility etc.

❖ KEY SKILLS AND COMPETENCIES

- Familiar with all cash handling & Credit/Debit card payment procedures.
- The motivation to learn new knowledge and skills.
- Have knowledge of food & beverage policies and procedures.

❖ ACADEMIC QUALIFICATIONS

- Higher Secondary from *West Bengal Council of Higher Secondary Education 2010*
- Secondary from *West Bengal Board of Secondary Education 2008*

❖ AREAS OF EXPERTISE

- Hospitality Up selling techniques for mocktails & meals
- Waiting on tables Taking customer orders
- Customer service

❖ PROFESSIONAL

- Silver service
- Hindi speaker
- English speaker

❖ PERSONAL SKILLS

- Team player
- Guest focused
- High standard of personal hygiene.

❖ PERSONAL DETAILS

- E-Mail : sudip.ghosh.9635@gmail.com
- DOB : 03-01-1990
- Driving license: Yes
- Nationality : Indian