

Vishnu Nair

Hospitality Professional

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Professional summary

Visionary Hospitality Professional with over 4 years of experience in luxury service environments, adept at elevating service standards and guest satisfaction. Excels in leading teams, managing events, and implementing cost controls, all while upholding top-quality standards and ethical practices to enhance guest experiences.

Employment history

F&B SUPERVISOR, Jan 2024 - Dec 2024

THE SILK ROUTE LADAKH, LEH, LADAKH

- Directed F&B operations, upholding service standards
- Introduced cost control measures, reducing expenses
- Enforced food safety regulations, boosting restaurant reputation

SERVICE ASSOCIATE, May 2022 - Jun 2023

THE SILK ROUTE LADAKH, LEH, LADAKH

- Orchestrated quality local experiences for luxury travel clientele
- Fostered high satisfaction rates through tailored attention
- Enhanced guest service delivery

Cafe manager, Jan 2022 - May 2022

billusion, Udaipur

- Spearheaded daily café operations, optimizing workflow and enhancing customer service, resulting in a vibrant atmosphere that increased repeat patronage.
- Analyzed customer feedback to refine menu offerings, leading to a 20% boost in customer satisfaction scores and overall sales.

TRAINEE , Aug 2021 - Jan 2022

The Grand , Bhuj

- Optimized hotel operations through practical training
- Enhanced front desk efficiency by displaying excellent guest service skills
- Demonstrated problem-solving abilities to ensure seamless guest experiences

Event coordinator, 2020 - Nov 2022

melting moments, Udaipur

- Spearheaded event planning initiatives, managing logistics for over 50 successful events, which enhanced client satisfaction and generated repeat business.
- Coordinated with vendors and clients to ensure seamless event execution, fostering strong relationships that led to significant improvements in service delivery.

Vocational Trainee, Oct 2018 - Nov 2018

Courtyard Marriott @S.O.U, Vadodara

- Nurtured extensive hospitality competencies at Marriott
- Harnessed mastery in guest service protocols
- Excelled in operational procedures

Education

B.VOC, Jul 2018 - Jul 2021

Institute of Hotel Management, Catering & Tourism, Udaipur, India

B.VOC 1st year - Introduction to Hospitality (Basics)

B.VOC 2nd year- Hotel visit. Participation in various Events

B.VOC 3rd year – Introduction to Management & Training

Higher Secondary School, Apr 2016 - Apr 2017

The Fusions of Science and Commerce, Gandhidham, India

Secondary School, Apr 2014 - Mar 2015

Atmiya Vidya Peeth, Gandhidham, India

Skills

Hospitality (*Expert*), Event Management (*Expert*), Customer Service (*Expert*), Team Leadership (*Expert*), Microsoft Office (*Experienced*), Food Service (*Expert*), Barista Skills (*Skillful*), Problem Solving (*Expert*), Time Management (*Expert*), Budgeting (*Experienced*), Culinary Arts (*Experienced*), Event Coordination (*Expert*), Staff Scheduling (*Experienced*).

Languages

English (*Highly proficient*), Hindi (*Native*), Gujarati (*Highly proficient*), Malayalam (*Native*).

Hobbies

Sports, Gaining Knowledge, Traveling, Riding

Additional information

Achievements

Most Groomed Person of the Year (2019)

Rockstar of the Month (August 2018)

Awarded for Excellent Teamwork