

# Vishnu Nair

Hospitality Professional

Aug 1, 1998, Indian, H.no 8,P.no 147/148,sector 8,SUBHASNAGAR, Gandhidham , India, 370301, +91 8401130074,  
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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

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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

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

## Hobbies

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Sports, Gaining Knowledge, Traveling, Riding

## Additional information

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### Achievements

Most Groomed Person of the Year (2019)

Rockstar of the Month (August 2018)

Awarded for Excellent Teamwork