

Wilson D'souza

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Objective

To create a happy working environment for the team and help the team achieve excellence in Food and Beverage service and reach to its pinnacle by providing customer delight using my skills and capabilities.

A leader with above 7 years of experience in Hospitality with food and beverage service.

Self - motivated and result oriented.

An effective communicator with planning , coordination, people management and team building skills.

Guest and team focused.

Positive approach and possess eye for quality.

Work Experience

- Currently working as an Assistant restaurant manager with **FOUR POINTS BY SHERATON PUNE** from December 2016.

Accountable for daily restaurant operations.

Generating revenue reports.

Controlling of cost and planning to meet Budget.

Ensuring the team stays happy and focused at work.

Ensuring of daily briefings and trainings for the team members to meet the hotel standards.

Ensuring of daily system and cash closing procedures.

Maintaining of all the documents related to Audits.

Planning the staffing and handling complaint resolving issues pertaining to guest and staff.

Ensuring compliance with the restaurant SOP's.

- Worked as a Team Leader with Premier Inn, Kharadi, Pune.(Shift In charge) from May 20, 2013 to December 2,2014.

Taking care of the duty allocations, Handling guest complaints and doing the daily closing down procedures of the cash management system were the key terms of my job.

- Worked as a Supervisor in Hotel Rajtara, Satara, from December 1, 2010 to December 24, 2011.
- Worked as a Steward in the Gateway Hotel (TAJ group of Hotels) , Vadodara for a period of 13 months from December 22, 2011 to January 10, 2013.
- Worked as a Purchase Operator in Minakshi Bazar from May 2004 to May 2005.
- Worked at the Counter Sale for Nokia Priority from June 2005 to May 2008.

Vocatioal Training

| Hotel | Duration |
|----------------------------------|--|
| Hotel Maharaja Regency, Satara | August 2008 – February 2009 (7 months) |
| Area of Specialization – Service | |

Industrial Training

| Department | Hotel | Duration |
|---|---------------------------|---|
| F&B Service, F&B Production, Housekeeping and Front Office | Fortune Park Galaxy, Vapi | May 21, 2009 to August 21, 2009 (3 months) |
| F&B Production | Fortune Park Galaxy, Vapi | April 24, 2010 to July 22, 2010 (3 months) |

Education

| Title | Board/University | Year of Passing | Class |
|--|---|-----------------|-----------------------|
| B. Sc. In Hotel Management | Maharashtra Board | May 2014 | 1st class |
| Hotel Management & Catering Technology | Certificate course | April 2009 | 1 st class |
| XII | D. G. College, Shivaji University | February 2003 | 2 nd class |
| X | Nirmala Convent High School, Kolhapur Board | March 2001 | 1 st class |

Extra Curricular & Achievements

- Awarded the best hospitality personality for the year 2017 on the occasion of International hospitality day held by IIHM.
- Have successfully cleared several Starwood audits and LRA(Lasner and rush associates)
- Have been awarded the Champ of the quarter, 2015 on the occasion of Customer service week.
- Have been recognized as Star performer , Front of the House on the occasion of Customer service week, 2015.
- Nominated for Champ of the year at Premier Inn across all hotels (Asia pacific)
- Participated in various activities such as Chess Tournament, Darts Tournament and Cricket tournament at the Gateway Hotel, Vadodara and emerged as the winner and runner up in cricket and chess.

Hobbies & Interests

- Swimming
- Listening to music

Strengths

- Passionate towards work
- Striving to achieve the best and getting out the best from the team.
- Pleasant personality
- Confident

Personal Details

Name: Wilson D'souza
Father's Name: Albert D'souza
Date of Birth: July 27, 1985
Age: 33 years
Marital Status: Married
Religion: Christian
Nationality: Indian
Languages known: English, Hindi, Marathi, Konkani

I hereby declare that the details mentioned above are correct and authentic to the best of my knowledge.

Date: July 4, 2019

Place: Pune

Signature
WILSON