**SUMMARY:**

Experienced F&B professional with over 4 years of experience. I am in search of a position where I can apply my skills and abilities within your F&B department.

I am an enterprising, resourceful individual and believe in providing the best service possible to guests and clients. I am an unrelenting perfectionist and extremely detail oriented. I have an exceptional ability to service guest requests with alacrity and charm.

I have managed banquet hall groups exceeding 300 people and believe in the the motto “there is only one customer, that is a happy customer”.

I seek to contribute in the years to come by understanding the intricacies of operations management, marketing and financial viability of F&B departments.

I believe my commitment, talent and leadership skills along with my desire to provide exceptional service and ability to facilitate will give me the opportunity to contribute to your organization.

**PROFESSIONAL EXPERIEN]CE:**

**Reem Al Bawadi Restaurants and Cafe, Jeddah, Saudi Arabia: April 2013 to April 2015**

**F&B ASSOCIATE (Pre-openingStaff )**

**Summary:**

This is a multi-cuisine restaurant with a 320 cover serving authentic middle eastern cuisine and other famous international dishes.

**Job Description:**

* Ensure proper centerpieces are displayed on every table.
* Inspect the cleanliness and presentation of all china, glass, and silver prior to use. Check in with guests to ensure satisfaction.
* Set tables according to type of event and service standards.
* Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
* Communicate service needs to chefs and stewards throughout functions.
* Total charges for group functions, and prepare and present checks to the group contact for payment.

**Keys Hotels, Whitefield, Bangalore, India: March 2012 to March 2013.**

**GSA**

**Summary:**

I worked as an F&B Associate in Keys Hotels, Whitefield, Bangalore, India from 2012 to 2013. It is a 148 rooms and 74 service apartments property. There was one restaurant, one bar, two banquet halls and a room service department. I was working in the Keys Cafe restaurant. It was a multi cuisine restaurant with a 72 cover. It served authentic Indian cuisine, continental and oriental dishes. There were al a carte and buffet options. It was a excellent experience in my career to work in the Keys Cafe restaurant.

**Job Description:**

* Meeting and greeting guests and organizing table reservations.
* Taking orders, serving meals, busing tables.
* Responding to customer complaints.
* Managing trainee staff throughout their shift and providing them with feedback.
* Responsible for taking feedback from guests.
* Check delivery and payment processing

**Achievements and Awards:**

Best Employee of the month August 2012

**Royal Orchid hotels Mysore, Karnataka, India: July 2011 to February 2012**

**F&B Associate**

**Summary:**

Royal Orchid Brindavan is a four star luxury heritage hotel. This hotel has 24 exclusive rooms. I worked as an F&B Associate at this hotel. I worked in the Garden Cafe coffee shop. it is a 80 cover restaurant, serving Indian cuisine and continental dishes. There was a buffet and an al a carte menu option. The buffet option was only available according to the room occupancy. It was a very good experience in my career to work with Royal Orchid group of hotels.

**Job Description:**

* Meeting and greeting guests and organizing table reservation.
* Taking orders, servingmeals, busing tables.
* Check delivery and payment process.
* Communicate service needs to chef and trainee stewards throughout functions
* Responding to customer complaints.
* Managing trainee staff throughout their shift and providing them with feedback.
* Responsible for taking feedback from the guest.

**The Gateway Hotel, Marine Drive, Ernakulum, Kerala, India: December 2009 to June 2010**

**F&B Trainee**

**Summary:**

The Gateway Hotel is a five star business class hotel. This hotel has 108 rooms and suites. I worked as a F&B Trainee at this hotel. There were 3 restaurants and 5 banquet outlets. I started my hospitality career here. It was very good experience for me and I learnt the basics of the hospitality industry at this hotel. As a trainee I did all the miscellaneous tasks at the restaurant and set the banquet halls with help of my colleagues.

**EDUCATION and TRAINING:**

* Sambhram College of Hotel Management, Bangalore.

Bachelors of Hotel Management

May 2007 to May 2011.

* The GATEWAY Hotel Marine Drive, Ernakulum, Kerala.

Industrial Training

January 2009 to June 2009.

**PROFESSIONAL SKILLS AND STRENGTHS:**

* Communication skills and technical knowledge.
* Restaurant inventory
* Salesmanship
* Problem solving
* Detail oriented
* Positive Team Player
* Time Management

**PERSONAL SKILLS AND STRENGTHS:**

* Enterprising Leadership.
* Punctuality and Commitment.
* Desire to learn.
* Positive and Upbeat.
* Open to new challenges and situations.
* A Win-Win attitude.
* Self-motivated.

**SOFTWARE SKILLS:**

* Microsoft Office Suite.
* Windows XP, Windows 7, Windows 8.
* Hotel Management Software.
* Point of Sale (P.O.S.)
* Accounting Software.

**LANGUAGE SKILLS:**

* Full Professional Proficiency: English, Arabic, Hindi, Tamil, Malayalam,
* Limited Working Proficiency: French, Kannada.

**MISCELLANEOUS INFORMATION:**

**Contact:**

* Permanent Address:

Vino Varghese

Kayal Chirayil, (h) kainakary P.O, Alappuzha, Kerala, 688501, India

**Other Interests:**

* Volleyball
* Swimming
* Chess