**MAHESH SUNDAR RAO**

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**CAREER OBJECTIVE**

To work and learn in a professionally competent environment, and contribute to the organizational growth to the best of my ability, and develop new skills & use my knowledge in the field of management and hospitality in a manner that will benefit both, the company and me.

**WORK EXPERIENCE**

**ETIHAD AIRWAYS, Abu Dhabi**

**Onboard Food and Beverage Manager (Business and First) - Oct 2013 to Nov 2020**

**Responsibilities:**

* Briefing the crew before operation and making sure they are up to date with the service standards
* Handling guest complains and solving it to the best of my ability
* Preparing on board cabin report – guest related issue/feedback/suggestion
* Personally engaging with every guest and making sure they experiencing the best of the service
* Collecting guest food & drinks order and delivering as per their preference
* Noting and reporting cabin maintenance defects to cabin manager
* Ensuring cabin is set as per standard before guest arrival
* Endorsing and selling **Duty Free** products on board & promoting new arrivals

**SHANGRI-LA HOTEL, Abu Dhabi**

**Service Leader – F&B** – Dec ’09 o Oct ’13

**Responsibilities:**

* Conducting briefing & updating staff about VIP guests in hotel and about their preferences
* Making floor Plan for restaurant set up
* Making sure operation is running smoothly during busy hours
* Check all staff grooming as per standard
* Handling the store requisition
* EOD bills checking & handling bills related issues with finance
* Suggesting and implementing new ideas to operate efficiently
* Attending F&B meetings on daily basis- discussing about covers, Revenue.
* Handling Restaurant in absence of manager- complaints, feedback, credit cards issue.

**PALMS HOTELS TOWERS AND VILLAS,** **Mumbai, INDIA**

**F&B Associate** – June ’08 – Dec ’09 – **Room Service Department**

**ACADEMIC RECORD**

|  |  |  |
| --- | --- | --- |
| **Degree** | **School/College** | **Year of Passing** |
| Bachelor of Hotel & Tourism Management Studies | Kohinoor College of Hotel & Tourism Management Studies | 2008 |
| Pre-University  (Commerce) | Thakur College | 2005 |
| SSLC | Children's Academy | 2003 |

**INTERNSHIP**

* Worked as an intern at **Sun’n’Sand Juhu Beach Hotel, Mumbai -** 6 monthsindustrial training
* Worked with **Palms Hotel Towers and Villas** as **Hotels** **Operational Trainee -** 4.5 Months

**Work Related Course / Training**

* + **F&B Managers Initial Training** from **Etihad Airways** (Certified) - 2013
  + Certified **Basic Wine Training** from **Shangri-La Hotel** – 2012

**AWARDS:**

* Awarded **Top Duty Free Seller** by region – **Europe 2017 – Etihad Airways**
* Awarded **Gold Star & Silver Star :** 2010-2012 for service performance at Shangri-La Hotel, Abu Dhabi

**TECHNICAL SKILLS**

* + Managing and Leading team
  + Customer service
  + Sales (On Board Duty Free)
  + MS-Office

**RESPONSIBILITIES UNDERTAKEN:**

* + Elected & operated as Asst. F & B Manager in Annual College Theme Dinner

**STRENGTHS**

* Initiative by nature and eager to learn
* Strong communication skills
* Team player
* Ability to work under pressure

**LANGUAGE PROFICIENCY**

* Fluency in English, Hindi, Kannada & Marathi

**PERSONAL PROFILE**

Date of Birth : 21-12-1986

Nationality : INDIAN

Current Address : Abu Dhabi, UAE

**DECLARATION**

I, **Mahesh Sundar Rao**, hereby declare that the above furnished details are true to the best of my knowledge.

**MAHESH SUNDAR RAO**