

Career Objective

To assist the employees to function more effectively in their present position By exposing them to latest concepts, information and techniques and developing In them the skills required in their fields.

Skill Highlights

- Knowledge of tea and coffee
- Strong decision maker
- Complex problem solver
- Good motivator
- Innovative
- Service-focused

Experience

RECEPTIONIST – Dec. 2016 to Dec.2018

DAR UMM AL QURA HOTEL (SAUDIARABIA)

- Greet and register guests in a 1000+ room hotel using a point of sale (POS) terminal Memorizing faces and names to ensure personalized service throughout guest stays.
- Maintained a 100%customer satisfaction rating over two years covering categories such as Friendliness, efficiency ,helpfulness ,and knowledge ability.
- Take and confirm reservations over the phone, email ,and in person ,ensuring no reservation overlaps or hotel over booking reservation service.
- Balance daily cash sales at the end of shift and create reports to ensure accurate accounting of all the transactions.

BARISTA CUM SHIFT INCHARGE -Aug 2019 to Sep 2022

THE COFFEE BEAN AND TEA LEAF(KUWAIT)

- Took coffee ,food, and other beverage orders and prepared them for customers quickly and effectively.
- Worked as shiftincharge,to check product quality ,sales ,stock ordering ,store cleanliness ,customer issues.
- Fully aware of POS , excel ,word or any I T related issues.
- Balance daily cash sales at the end of shift and create reports to ensure accurate accounting of all the transactions.
- Passed barista exam in 2019.

Education

- 10+2 : GOVT.BOYS HIGHER SECONDARY INSTITUTE SOPORE
- Pursuing B A From Kashmir university
- One and half year professional diploma from (INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY RAJBAGH).
- One year diploma in computer application.
- 6 months internship from (J W MARRIOTT BANGALURU)

LANGAUGE

- KASHMIRI,URDU ,HINDI,ENGLISH,ARABIC.

Personal details

Date of Birth: 14/02/1995

Fathers Name : Bashir Ah Malik

Marital status: Unmarried

State: Jammu and Kashmir

Pin code: 193302

Passport: W9100937

Expiry: 27/02/2033

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge.