***RAVI MAKWANA***

**(Fully Vaccinated)**

***Country*** *: India*

***Date of Birth*** *: 5th June 2002*

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**OBJECTIVE**

Enthusiastic food server seeking role where I can contribute my skills in or and expand my abilities in Food and Beverage service. Committed to supporting customer satisfaction and loyalty.

**EDUCATIONAL CREDENTIALS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Institution / University** | **Year of Passing** | **Percentage** |
| **BHMCT** | State Institute of Hotel Management, Siddhpur, Gujarat | 2024 | - |
| **HSC** | Kalyan High School, Rajkot, Gujarat | 2020 | 68 |
| **SSC** | New Shreyash Viddhyalay, Rajkot, Gujarat | 2018 | 75 |

**CORE SKILLS**

* Customer Service
* Team work
* Active Listening
* Multitasking
* Food hygiene & safety
* Adaptability
* Friendliness & Personability

**LANGUAGES**

|  |  |  |  |
| --- | --- | --- | --- |
| Language | READ | SPEAK & UNDERSTAND | WRITE |
| Excellent | Average | Poor | Excellent | Average | Poor | Excellent | Average | Poor |
| English |  | - | - | - |  | - |  | - | - |
| Hindi |  | - | - |  | - | - |  | - | - |
| Gujarati |  | - | - |  | - | - |  | - | - |
| Rajasthani |  | - | - |  | - | - |  | - | - |

**KEY STRENGTHS**

* Trustworthy, diligent at work.
* Able and willing to learn new skills.
* Enthusiasm and high level of motivator.
* Dedicated and meticulous during working hours.
* Never say No attitude.

**HOBBIES AND PERSONAL INTEREST**

* Travelling
* Photography
* Listening Music
* Interaction with new people

**EXPERIENCE**

**Waiter (10 Month)**   **01 Nov 2022 – 31 Aug 2023**

**The Leela, Gandhinagar, Gujarat, India.**

* Greet and assist guests in a friendly and professional manner, ensuring their needs are met promptly and courteously.
* Maintain cleanliness of work areas, China, glass, etc., throughout the day.
* Communicate with the kitchen regarding menu questions, the length of wait, re-cook orders, and product availability.
* Arrange table settings and maintain a tidy dining area
* Carry dirty plates, glasses and silverware to kitchen for cleaning
* Maintain a clean, neat and orderly restaurant throughout service
* Polish silver, refill salt, pepper and sugar, creamers, etc.
* Supports the smooth running of the food & beverage department, where all aspects of the guest food and beverage service experience are delivered to the highest levels.
* Works as part of a team that maximizes guest satisfaction and comfort, delivering a positive and timely response to guest enquiries
* Maintain cleanliness and hygiene in the dining area, ensuring tables are promptly cleared and reset for the next guests.

**Internship (4 Months)**   **02 Aug 2021 – 30 Nov 2021**

**Crowne Plaza City Centre an IHG Hotel, Ahmedabad, Gujarat, India.**

## **Food and Beverage Department**

* Greet and escort guests to their tables.
* Took food orders and drink orders from customers as needed.
* Set-up tray and delivered food to the guest room.
* Bussed and reset tables quickly with correct place settings for upcoming operation.
* Worked as a runner in the restaurant.
* Restocked Storage Areas, replenished items on shelves.
* Performed night duties of Restaurant only.
* Cleaned and sanitized workstation and equipment.

## Cooperating with kitchen staff to ensure a constant supply of food & drink.

## **Housekeeping Department (Laundry)**

Sorting, Tagging, Counting, Weighing, Loading, Washing, Ironing and Folding of Hotel Linen and Guest Laundry.

**Waiter (6 Months)**   **01 Nov 2021 – 31 July 2021**

**Sayaji Hotel, Rajkot, Gujarat, India.**

* Greet customers warmly, seat them and provide menus promptly.
* Serve and clear Food and Beverage items in an unobtrusive and professional manner.
* Set up tables with utensils, napkins, condiments and other items before guests arrive.
* Clear tables, reset them and ensure cleanliness for incoming diners.
* Serve Food and Beverage to guests in a timely and efficient manner.
* Took Food and Beverage orders accurately and answer questions about menu items.
* Relay orders to the kitchen staff and communicate any modifications or dietary requirements.
* Collaborate with kitchen and other service staff to ensure seamless and efficient service.

**CERTIFICATES**

* Industrial Training Certificate of **Crowne Plaza City Centre an IHG Hotel**, Ahmedabad, Gujarat, India.
* Certification of **Food and Beverage Restaurant Service: Advanced Waiter’s Training** from CPD Certified **Alison** an Online Education Platform (20th May 2023).
* Certification of **Skills for Successful Waiter** from CPD Certified **Alison** an Online Education Platform (11th July 2023).
* Certification of **Hotel Management Short** Course from Brentwood Open Learning College UK (25th July 2023).

**APPRECIATION**

I have received Appreciation letters from The Leela Hotel Gandhinagar for being a team member in the following Government Events:

1. G20 Summit 2023
2. U20 Summit 2023
3. Semicon India 2023
4. PEDICON 2023
5. Defence Expo India 2022

**DECLARATION**

I hereby declare that the information provided above are true to the best of my knowledge and belief.