

PERSONAL OVERVIEW

Date of birth : 30th May, 1987
 Nationality : Indian
 Status : Married

✉ UAE, Abu Dhabi
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- Overall 12 years of extensive experience in the Aviation hospitality and Hospitality industry.
- Concentrated on the satisfaction of customers and employees to optimize maximum results for the company
- Professional objective: Continue and evolve my career in the Food & Beverage leadership.

PROFESSIONAL EXPERIENCES

**Etihad Airways**

National airline of the United Arab Emirates.

Premium Zones- Pearl Business and Diamond First Class Cabins.

Food and Beverage Manager- In flight

April 2015 to till date

- Ensuring the safety and security of each and every guest in the area of responsibility of the cabin.
- In charge of Premium class cabin products and service delivered in a timely manner, with a focus on exceeding the guests' expectations
- Conducting team briefing with the premium cabin crew on expectations and tasks to be completed by delegating them.
- Welcoming the guests by name, escorting to their seats and assisting with their needs.
- Performing the in-flight food and beverage services with at most professionalism.
- Coach the premium cabin crew to deliver remarkable hospitality, sharing knowledge and skills.
- Responsible for creating personalized dining experiences for Premium Class guests by talking up the dining concept, promoting and recommending food and beverage options.
- Liaising with Cabin Manager on any guest related issues promptly to ensure quick resolution provide all relevant details to assist with quick recovery.

**Eastern Mangroves Hotel & Spa by Anantara, Abu Dhabi, United Arab Emirates**

5 Star deluxe business hotel with a magnificent water front view ~ 222 Guest Rooms and suites ~

The Pool Deck- A water side, Al fresco restaurant with above 120 covers and featured theme nights.

Assistant Restaurant Manager – Food and Beverage Service

December 2013 to March 2015

- To ensure a professional and profitable operation within the framework of the Hotel.
- To accurately forecast business demands to ensure efficient staffing & food production.
- To ensure the efficient scheduling of Management & Associates in the outlet, and to be responsible for the accurate supervision of the associate time control system.
- To train subordinate managers and supervisors in effective "coaching and counseling" and the correct process of progressive discipline.
- To be responsible for maintaining outlet safety and sanitation standards at all times.
- Promote positive inter-departmental relations through candid communication and cooperation.
- To achieve departmental budget goals by maintaining profits through increased sales revenue and the efficient cost expenditure.
- With the hotel training manager, identify training needs and develop and deliver the required training for department employees to meet the needs of the business. Support the training of Departmental Trainers to continue to improve hotel service levels, and implement a daily departmental training program.
- Above all, to lead by example through a "hands on" approach to motivate our Associates to excel.

**Abu Dhabi National Hotels Compass LLC, Abu Dhabi, United Arab Emirates**

Working in Al Mina Palace, Residence of H.H. Sheikh Mohammad Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi.

Head Waiter- Food and Beverage Operations

April 2013 to December 2013

- Looking after the F&B operations for the royal dining.
- Doing duty roasters for the entire Food & Beverage team for the palace.
- Assisting the Operation Manager in all possible ways.
- Delevering an excellnt high standard service for all the V.V.I.P s who are visiting the Highness.
- Ensures the food hygiene and personal hygiene of the staff.



Jumeirah at Etihad Towers, Abu Dhabi, United Arab Emirates

Deluxe 5 Star Business Hotel ~ 382 Guest Rooms ~ 199 Service Residences ~ 12 F&B Outlets

Nahaam Restaurant (One of the leading restaurants in Abu Dhabi by Trip Advisor)

Casual yet chic poolside restaurant with 160 covers, 2 pool bars and beach having more than 200 sunbeds.

Food & Beverage Service Team Leader (Pre-Opening Team)

October 2011 to April 2013

- Assists the Outlet Manager and/or Asst.Outlet Manager to plan, organize and supervise all processes.
- Provides hands-on support to the line colleagues to ensure the outlet provides a consistent service.
- Achieves maximum revenue and profit in line with budgeted and forecasted projections.
- Conducts team briefings, meetings and trainings as directed by the management.
- Ensures that all colleagues adhere to all food hygiene regulations and procedures.
- In absence of an Outlet Manager or Asst. Outlet Manager, takes responsibility of operational issues.
- Leads by example by demonstrating the Hallmarks and guiding principles in their role continuously.



Abu Dhabi Airports Company, United Arab Emirates.

Al Dhabi Lounge, Terminal 1, Abu Dhabi international Airport.

International Airport Lounge with Rooms and Restaurant.

Food & Beverage Service Captain

January 2010 to September 2011

- In-charge of the lounge service.
- Development and implementation of service standards.
- Personnel and training programs.
- Execution of the a la carte and buffet service.



Abu Dhabi National Hotels Company (ADNH)

Etihad Airways' Diamond First Class Lounge, Terminal 3, Abu Dhabi International Airport.

First Class & Business Class Lounge for Etihad Airways, A la Cart & Buffet Service Lounges.

Waiting Staff

February 2009 to December 2009

- Assist the Team Captain and team members in daily operations.
- A la carte Concept lounge with a good wine selection.
- Delivering an exceptional service to our valuable passengers.
- Handles guest complaints directly if possible.



Vivanta By Taj, Trivandrum, Kerala, India

In Room Dining & All Day Dining (The 5th Element)

A contemporary-luxury hotel brand that is building a more cutting-edge, modern-chic esthetic.

5 Star Premium Hotel ~ 127 Guest Rooms ~ 5 F&B Outlets ~ in the Heart of the city.

Food & Beverage Service Team Member (Pre- opening Team)

May 2008 to January 2009

- To offer the guests of the outlets an enjoyable, expertly served beverage/dining experience.
- To exceed the expectations of them by a pro-activity and professional touch in service.
- Experienced the pre- opening environment and gained a lot of confidence.
- Attending weekly training sessions i.e. **Brand standard training, Phraseology training, Mock Services, Standard Operation Training, Micros POS training, etc.**



The Pride Hotel, Chennai, India

Café Treat (Coffee shop) & Casablanca (Fine Dining Restaurant)

4 Star Hotel ~ ~115 Rooms ~ 5 F&B Outlets ~ 2 Banquet Halls.

Waiter (Pre-opening Team)

March 2007 to April 2008

- Acquired the opportunity through the Campus Selection Interview Process.
- Participated in the setting of Room Service, Banquet, Restaurant, Bar, etc for the opening of the hotel
- Familiar with the company, internal policies and safety procedures.
- Responsible for making the guests satisfied with the products and services the hotel provides.
- Knowing the menu and price structure by heart and can recommend when guests ask for assistance.



Nilal Palace Hotel, Kollam, Kerala, India

3 star deluxe luxury hotel which is the first and the only Hotel in South India to be certified as ISO 9001: 2000 and HACCP IS/15000: 1998 together.

Trainee Waiter in Food & Beverage Service Department

May 2006 to June 2006



Le Royal Meridien, Chennai, India

5 star deluxe hotel chain ~ 240 Rooms ~ 12 Banquet Halls.

Trainee Waiter in Food & Beverage Service Department

December 2005 to February 2006

- Industrial Exposure Training
- Worked in Banquets, Room Service, Restaurants, Bar,etc.
- Had a good exposure to all outlets.
- Got experienced with the commercial environment.

EDUCATION SUMMARY

- 2004-2007: **P. G. P. College of Arts & Science, Namakkal, Tamilnadu, India.**
BSc. H.C.M from Periyar University.
Bachelor Degree in Hotel & Catering Management (with 62.5 % of marks).
Hospitality, Management, Economics, Finance, Accounting, Nutrition.
- 2002-2004: **N.S.S.Higher Secondary School, Adoor, Kerala, India.**
Plus Two- Higher Secondary from Kerala University (with 70 % of marks).
Computer Science, Physics, Chemistry, Mathematics.
- 1993-2002: **P.G.M. Boys High School, Parakode, Adoor, Kerala,India.**
Lower,Upper,High School level studies from Kerala State Board of Education.
History, Geography, Civics, Humanities, Sanskrit, etc.
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COMPUTER SKILLS

MS Office, Internet, Adaco, Micros Fidelio, Point of Sale (EPOS), WS-5A, Mercury, Epicure, FMC, Respak, etc.

LANGUAGES

English – Fluent	Hindi – National Language, Fluent	Malayalam – Mother Tongue, Fluent	Tamil-Fluent
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CONTINUOUS DEVELOPMENT & PERSONAL ACHIEVEMENTS

- Aviation Safety and Emergency Procedures (Airbus & Boeing), Etihad Airways 2015
 - Aviation Security Procedures (Airbus & Boeing), Etihad Airways 2015
 - Aviation Health, First Aid and Emergency Medical Procedures (Airbus & Boeing), Etihad Airways 2015
 - Intermediate Food Safety Training from High field, UK, Level 3 2014
 - Expert Coffee Seminar with Mr. Michael McCauley (Roast Master, WBC Certified Judge) 2014
 - House of Walker Mentoring, Whisky training from PATH- Bar School 2014
 - Food Safety & Hygiene Training, Level 2 2012
 - Train the Trainer (Certified Task Trainer) 2012
 - MAROMAS Coffee Advanced Training 2011
 - First Aid Certification 2011
 - Habanos Cigar Training 2011
 - Fire Fighting Training 2011
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REFERENCE

Mr. Mohamed Khalifa

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

Thanking You,

LAL KRISHNA . P

Further details are available for your reference