

Ferrao Damson Peter

Kazi waddo,
Ferrao Manor Building,
Ponda Goa – 403401.

Contact: 8007709791/ 8830038761

Email id: ferrao.damson09@gmail.com

Date of Birth: 5th December 1993

**Career Objective:**

To utilize my skills in delivering the best customer service which will enhance the growth of the organization.

Work Experience:

Company: **Aida**

Designation: **Food And Beverage**

Duration: **September 2019 - June 2020**

Company: **Taj**

Designation: **Guest Service Associate**

Duration: **February 2019 - July 2019**

Company: **Marriott Resort and Spa**

Designation: **Guest Service Associate- Food and Beverage**

Duration: **September 2016 -May 2018**

Roles and Responsibility:

- Handling guests, interacting with the guest and ensuring quality of service.
- Bar setup.
- Knowledge about cocktail and alcoholic beverages.
- Active team player.
- Handling Banquets.
- Handling Micros.
- Knowledge about cash blind drop procedure and check closing procedure.

Key Skills:

- Good communication skills
- Confident
- Disciplined

Industrial Training

Park Hyatt
Sterling Holidays
Villagio Inn

30th June - 24th October 2014
2nd October - 28th November 2011
2nd September - 30th September 2011

Educational Qualification:

YEAR	DEGREE	INSTITUTE	SCORE
2013-16	BSC - Hospitality and Hotel Administration	Institute of Hotel Management & Catering Technology Kovalam, Trivandrum www.ihmctkovalam.org	68%
2012-13	HSC	St. Alex Higher Secondary School	69%
2010-11	SSC	St Mary's High School	48%

Extra Curriculum Activity:

- Member of Outdoor Catering Team at the institute of Leela Kempenski 2013 - 2016
- Managed Pastry Stall in FANDANGO 2016
- Volunteer in FANDANGO 2015, Quality Control.

Achievements:

- Employee Of The Month Aida Sol February 2020
- Secured 2nd position in football competition at IHMCT Kovalam 2014 - 2015
- Secured 1st position in football competition at St Mary's High School 2009 - 2010

Hobbies:

- Football
- Badminton

Language Known:

- English, Hindi, Konkani

Reference:

Ms Nirmala Jacob

Senior Lecturer

Placement and Training Management And Catering Technology

G. V Raja Road , Kovalam

Trivandrum – 699527

Phone number : 09447586486

EMPLOYEE OF THE MONTH CERTIFICATE



AIDA



THIS IS TO CERTIFY THAT

Mr. Damson Ferrao

IS THE

**AIDAsol
EMPLOYEE OF THE MONTH**


GROUP: F & B

IN February

by demonstrating an extraordinary job performance during
the fulfillment of his duties on board.


Lars Sechafer
Staff Captain


Jörg Miklitza
Captain


Jürgen Voss
Chief Engineer


Clemens Spangler
Hotel Direktor


Anne Oberdörster
HR Manager

IHR LÄCHELMOMENT

schwarz auf weiß

Lieber AIDA Gast,

wir möchten Ihren Urlaub unvergesslich machen und Ihnen durch unseren Service einzigartige Lächelmomente an Bord bereiten. Haben Sie auch einen ganz besonderen Moment erlebt? Dann schreiben Sie uns, welcher Mitarbeiter für seinen großartigen Service eine Auszeichnung verdient hat.

Ihr Name Opp, Martin

Name des Crew-Mitglieds Damson Peter Ferraro

Funktion Service (Brauhaus) bester Service

Ihr Lächelmoment Damson ist noch "in der Ausbildung",
aber er ^{steht} ~~kennt~~ dem "Stammpersonal" in nichts
nach. In allen Situationen ist er allein gewachsen
und hat das schönste Lächeln auf dem
ganzen Schiff!

Bitte geben Sie Ihren Lächelmoment an der Rezeption auf Deck 5 ab.

Welches Crew-Mitglied unsere Gäste ganz besonders zum Lächeln gebracht hat, erfahren Sie beim Farewell-Abend.

IHR LÄCHELMOMENT

schwarz auf weiß

Lieber AIDA Gast,

wir möchten Ihren Urlaub unvergesslich machen und Ihnen durch unseren Service einzigartige Lächelmomente an Bord bereiten. Haben Sie auch einen ganz besonderen Moment erlebt? Dann schreiben Sie uns, welcher Mitarbeiter für seinen großartigen Service eine Auszeichnung verdient hat.

Ihr Name Opp, Heike

Name des Crew-Mitglieds Damson Peter Ferraro

Funktion Service (Braumans / best Service

Ihr Lächelmoment Stets, und vor allem in Stress-
Situationen immer mit einem Lächeln,
aber trotzdem schnell, ohne oberfläch-
lich zu sein.

Bitte geben Sie Ihren Lächelmoment an der Rezeption auf Deck 5 ab.

Welches Crew-Mitglied unsere Gäste ganz besonders zum Lächeln gebracht hat, erfahren Sie beim Farewell-Abend.



IHR LÄCHELMOMENT

schwarz auf weiß

Lieber AIDA Gast,

wir möchten Ihren Urlaub unvergesslich machen und Ihnen durch unseren Service einzigartige Lächelmomente an Bord bereiten. Haben Sie auch einen ganz besonderen Moment erlebt? Dann schreiben Sie uns, welcher Mitarbeiter für seinen großartigen Service eine Auszeichnung verdient hat.

Ihr Name Dietmar Scheuschner

Name des Crew-Mitglieds DUNSON Peter FERRARO

Funktion Service

Ihr Lächelmoment sehr freundlich,
Aufmerksam
dabei zurückhaltend

Bitte geben Sie Ihren Lächelmoment an der Rezeption auf Deck 5 ab.

Welches Crew-Mitglied unsere Gäste ganz besonders zum Lächeln gebracht hat, erfahren Sie beim Farewell-Abend.

To: Damon Ferrao From: Pranay Verdu



MOMENTS

for delivering a brilliant
MOMENT to our

guests by (reason)

GSS Form - Caroline Rodrigues

Brilliantly Yours....

👉 Create Personal Connections

👉 Respond to Cues

👉 Make It Brilliant

Department: F&B

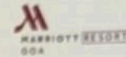
Date: 13/6/17

Awarded: 25 Moments

Signature: Pranay Verdu

Sr. No.: 1456

To: Damon Ferrao From: Pranay Verdu



MOMENTS

for delivering a brilliant
MOMENT to our

guests by (reason)

Appreciation Email - Dale Larsen

Brilliantly Yours....

👉 Create Personal Connections

👉 Respond to Cues

👉 Make It Brilliant

Department: F&B

Date: 6/1/17

Awarded: 25 Moments

Signature: Pranay Verdu

Sr. No.: 627

To: Damon Ferrao From: Pranay Verdu



MOMENTS

for delivering a brilliant
MOMENT to our

guests by (reason)

GSS Form - Gita Flynn

Brilliantly Yours....

👉 Create Personal Connections

👉 Respond to Cues

👉 Make It Brilliant

Department: F&B

Date: 20/4/17

Awarded: 25 Moments

Signature: Pranay Verdu

Sr. No.: 1114

To: Damon Ferrao From: Pranay Verdu



MOMENTS

for delivering a brilliant
MOMENT to our

guests by (reason)

GSS Form - Dale Larsen

Brilliantly Yours....

👉 Create Personal Connections

👉 Respond to Cues

👉 Make It Brilliant

Department: F&B

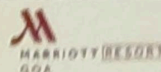
Date: 9/1/17

Awarded: 25 Moments

Signature: Pranay Verdu

Sr. No.: 637

To: Damon Ferrao From: Pranay Verma



MOMENTS

for delivering a brilliant

MOMENT to our

guests by (reason)

GSS Form - Adriano Banson

Brilliantly Yours....

Create Personal Connections

Respond to Cues

Make It Brilliant

Department: R&B

Date: 31/12/16

Awarded: 25 Moments

Signature: Pranay Verma

Sr. No. : 606

To: Damon Ferrao From: Pranay Verma



MOMENTS

for delivering a brilliant

MOMENT to our

guests by (reason)

GSS Form - David Henley

Brilliantly Yours....

Create Personal Connections

Respond to Cues

Make It Brilliant

Department: R&B

Date: 28/2/17

Awarded: 25 Moments

Signature: Pranay Verma

Sr. No. : 591

To: Damon Ferrao From: Pranay Verma



MOMENTS

for delivering a brilliant

MOMENT to our

guests by (reason)

Temp Advisor - Lisa F

Brilliantly Yours....

Create Personal Connections

Respond to Cues

Make It Brilliant

Department: R&B

Date: 31/1/17

Awarded: 25 Moments

Signature: Pranay Verma

Sr. No. : 612

From: Dale Larsen (<mailto:dalejohn49@yahoo.com>)
Sent: Wednesday, January 04, 2017 9:15 AM
To: MHRS, Goa India Asst. FDM
Subject: Our stay at the Marriott

Thank you for a wonderful stay in room 211 at your hotel. The service here is overall excellent, but I would like to mention a few of your staff in particular.

On our last morning Jason provided superior service at breakfast. We sat at an outside table. Jason was the first since arriving to ask if I wanted hot or cold milk with my coffee. He was the first to deliver butter to our table. Breakfast service was of a high quality, but Jason made it even better.

I would also like to mention Damson who works the restaurant area in the lobby. Damson is a natural. He has a good sense of when a guest wants something and when they prefer to be left alone. His english is very good, and he has a pleasant natural smile.

I would also like to mention the older man who seems to be in charge of security around the pool area. I don't recall his name, but he wears a reddish shirt and carries a two-way radio. He is very dedicated and carries out his duties in a way that shows how earnest he is. The music from around the pool was becoming a little loud, and he was able to have it turned down and brought under control.

I'd also like to mention the housekeeping and front desk staff. I don't have specific names but both provide high quality professional service.

A few words on the pool music. We stay in many five star hotels during the year, and there is often some music around the pool. But it tends to be of a more relaxing nature and played at a low volume. Sometimes there is no music at all. People often want to just talk to each other, nap, read a book, or just be with their own thoughts. Music can be disruptive and not everyone likes the same type of music. In today's culture most people use their own devices and ear buds to enjoy a personal choice of music. When the music is loud it makes it difficult to do this.

Again, thank you for a wonderful stay.

Dale Larsen

November 22, 2019

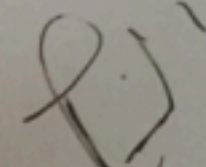
TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Damson Peter Ferrao** was employed with Vivanta by Taj - Panaji, Goa in the Food & Beverage Department from February 18, 2019 to July 15, 2019. His last responsibility was as Team Member at Vivanta by Taj - Panaji, Goa.

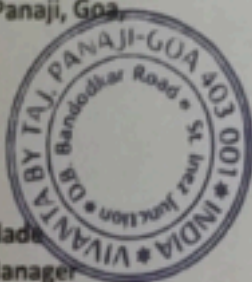
This certificate has been issued on his request.

Sincerely,

For Vivanta by Taj - Panaji, Goa,



Jeronimo Allen Trindade
Human Resources Manager



147829533/22/Nov/2019 19:11:10



June 15, 2018

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Damson Peter Ferrao joined at the Goa Marriott Resort & Spa effective September 05, 2016, as GSA - F&B in the F&B Service Department.

Damson resigned from the services at the Goa Marriott Resort & Spa as GSA - F&B on his own accord. As per our records, his last working day was May 20, 2018.

We wish him the very best in his future endeavors.

for **Goa Marriott Resort & Spa,**

A handwritten signature in blue ink, appearing to read 'Mugdha Mahambrey', written over the printed name and title.

Mugdha Mahambrey
Director of Human Resources

GOA MARRIOTT RESORT & SPA

POST BOX NO. 64, MIRAMAR,
PANAJI, GOA 403001
T: 91.832.246 3333

REGISTERED OFFICE: VMSALGAOCAR CORPORATION PRIVATE LIMITED,
SALGAOCAR HOUSE, FRANCISCO LUIS GOMES ROAD, VASCO-DA-GAMA, GOA 403802.
CORPORATE IDENTITY NUMBER: U26921GA1991PTC001168

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY

(Ministry of Tourism, Government of India)

A-34, Sector-62, Noida-201 309

B.Sc. IN HOSPITALITY AND HOTEL ADMINISTRATION

(In collaboration with IGNOU, New Delhi)

Statement of Marks of NCHM Component - SEMESTER-6

BATCH : 2013 - 2016

NAME : FERRAO DAMSON PETER

ROLL NO. 134318

SUBJECT	(Marks)	MAX	PASS	OBTAINED	REMARKS
1.ADVANCE FOOD PRODUCTION OPERATIONS - II					
THEORY		100	40	55	
PRACTICAL		100	50	67	
2.ADVANCE FOOD & BEVERAGE OPERATIONS - II					
THEORY		100	40	65	
PRACTICAL		100	50	70	
3.FRONT OFFICE MANAGEMENT-II					
THEORY		100	40	65	
PRACTICAL		100	50	81	
4.ACCOMMODATION MANAGEMENT-II					
THEORY		100	40	56	
PRACTICAL		100	50	85	
5.FOOD & BEVERAGE MANAGEMENT		100	40	60	
6.FACILITY PLANNING		100	40	58	
7.RESEARCH PROJECT		100	50	84	
TOTAL MARKS		1100		746	

SEMESTER-1	TOTAL MARKS :	779	/	1150	PASS
SEMESTER-2	TOTAL MARKS :	703	/	1050	PASS
SEMESTER-3 & 4	TOTAL MARKS :	870	/	1250	PASS
SEMESTER-5	TOTAL MARKS :	630	/	950	PASS
SEMESTER-6	TOTAL MARKS :	746	/	1100	PASS

DATED : JULY 2016

OVERALL RESULT : PASS

Rationalization as per IGNOU Exam Scheme in Annual Mode

FIRST YEAR - (SEM1 + SEM2)/2200 * 1300 = 876 /1300

SECOND YEAR - (SEM3 + SEM4) = 870 /1250

THIRD YEAR - (SEM5 + SEM6)/2050 * 1200 = 805 /1200

Deeraj

ई डी पी कक्ष
E D P Cell

[Signature]
द्वारा सत्यापित
Verified By

[Signature]
निदेशक (अध्ययन)
Director (Studies)

सं. IG30-78311

अनुक्रमांक 138209046

No.

Enrolment No.

इन्दिरा गांधी राष्ट्रीय मुक्त विश्वविद्यालय
INDIRA GANDHI NATIONAL OPEN UNIVERSITY

प्रमाणित किया जाता है कि *Damson Peter Ferrao*

This is to certify that

को इम्नू तथा भारत सरकार के पर्यटन मंत्रालय के
having passed the courses of study prescribed by IGNOU

अधीनस्थ राष्ट्रीय होटल प्रबन्धन एवम् कैटरिंग तकनीकी
and National Council for Hotel Management & Catering

परिषद द्वारा निर्धारित पाठ्यक्रमों को पूरा करने एवं
Technology under Min of Tourism, Govt of India and passed

June 2016

की परीक्षा उत्तीर्ण करने पर

examination is hereby awarded the Degree of

Bachelor of Science (Hospitality and Hotel Administration)

की उपाधि प्रदान की जाती है।

श्रेणी / Division *First*

[Signature]

कुलसचिव
Registrar



[Signature]

कुलपति
Vice Chancellor

नई दिल्ली / New Delhi

दिनांक / Dated August 12, 2016