***CURRICULUM VITAE***

***JOICE THOMAS***

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**Career objective:**

To work with an organization which gives me a platform to use my expertise and skills for the mutual growth and enhance my professional skills in the service industry.

**HIGHLIGHTS OF QUALIFICATIONS:**

• Functional knowledge of working in a restaurant environment
• Highly skilled in mixing ingredients to prepare potent cocktails
• Demonstrated ability to make guests feel well taken care of and build their intent to return
• In depth knowledge of up selling items and serving beverages and food in accordance to state regulations
• Thorough knowledge of the food, beverages and ingredients
• Computer: MS Word and Excel
• Bilingual: English and Hindi.

**SPECIAL EXPERTISE**
• Setting and clearing tables
• Welcoming and seating customers
• Describing menu and drinks
• Promoting local attractions
• Taking and relaying orders
• Serving food and drinks
• Generating bills
• Handling money

**WORK EXPERIENCE**

 **Working as Sales Manager at Alnokhada Tourism LLC Dubai (March 2019-April2020)**

**Providing excellent customer support all types of travel/holiday requirements**

**Meeting with customers to finalize all the travel details for their trip**

**Contacting new potential customers and offering the services**

**Producing statistics on sales, travel destinations and customer satisfaction**

**Dealing with customer queries and issues on a regular basis**

**Ensuring that information is kept confidential and secure on databases**

**Working as Travel Consultant at New Horizon Travel & Tours Dubai (April 2017-Januvary 2019)**

**Arrange travel for business and vacation trips in Dubai**

**Arrange for tour packages, assisting guest, visa, flight tickets.**

**Collecting and processing the payments**

**Working as Senior Waiter at Movenpick Hotel Al Bidakuwait(December, 2014- March 2017)**

* **Allocating staff for duty as daily smooth operation.**
* **Maintaining logbooks.**
* **Monitoring bar stock for reducing shortage and overage.**
* **Monitoring and maintaining hygiene service.**
* **Always checking and maintaining mice-en-scene.**
* **Maintaining opening and closing checklist of the restaurant.**
* **Achieving daily task as per my managers log desire.**
* **Monitoring monthly budget and yearly budget.**
* **Maintaining guest history.**
* **Worked as a BARMAN RADHA REGENT ,CHENNAI (JUNE 2014 to NOV 2014)**
• Delivered outstanding dining experience
• Provided friendly and attentive service
• Ensure accuracy of order before serving

**KEY ACCOMPLIMENTS**
• Managed food and beverage services for three parties simultaneously without compromising on quality of service
• Named Employee of the Year following patrons’ feedback of excellence in customer services during the year 2015(Movenpick Hotel & Resorts Kuwait)

**Undergone Industrial Exposure Training Program in Hotel GREEN PARK, Chennai& RADISSON BLU CHENNAI (15 weeks),(2013)**

**EDUCATION**

* B.Sc. Hotel management in Madurai Kamaraj University, TamilNadu. (JULY2011-MAY2014)

**ADDITIONAL SKILLS**
• Excellent customer orientation
• willing to work a flexible schedule
• Customer friendly demeanor
• Superb communication and interpersonal skills and participated in cultural activities.

**PERSONAL INFORMATION**

Date of Birth - 11.09.1993

Nationality - Indian

Marital status - Single

Sex - Male

**DECLARATION**

**I do hereby declare that all the information furnished above is true to the best of my knowledge and I will deliver my best possible efforts to company’s satisfaction.**

Date: 21/06/20

Place: Kerala,Kollam JOICE THOMAS