

CURRICULAM VITAE



SHIBIN N D

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Objective

My objective is to work in a career-oriented company, where my potential and efficiency is recognized and has immense opportunity for growth.

Functional Competencies

- Possess well-developed conceptual, communication and creative skills.
- Skill in exercising initiative, judgment, Innovation and decision making in solving problems and meeting organizational objectives.
- Languages: Fluent in English, Hindi, Tamil & Malayalam.

Education

BSc Hotel and Catering Management course from Periyar University Salem Tamil Nadu, India in the year of 2006-2009

Professional Training Attended

- First aid & Fire Fighting – at SWASWARA RESORT GOKARNA, INDIA.
- Observation on AYURVEDIC food & service – at SWASWARA RESORT GOKARNA, INDIA.
- Food Hygiene & HACCP Level-2 -INTERCONTINENTAL HOTEL,DOHA
- MERLIN and LOBSTERINK online trainings- INTERCONTINENTAL HOTEL,DOHA

Professional Experience

INTERCONTINENTAL HOTEL DOHA, QATAR: SUPERVISOR (March 2018 to July 2019)

Responsibilities

- Communicate and delegate tasks to the team.
- To consistently provide and manage the highest standard of guest care and service.
- Upsell Food and Beverage menus to the guests.
- To assist Manager in ensuring that both direct and indirect departmental costs and revenue are achieved in line with the budget/ forecast.
- Assist with annual and mid-year appraisals with team members
- Responsible for doing the attendance and overtime through civil soft for the team
- Carrying out staff appraisals, managing performance and disciplining staff.
- Comply with hotel security, fire regulations and all health and safety legislation.

INTERCONTINENTAL HOTEL DOHA, QATAR: CAPTAIN (May 2017 to February 2018)

Responsibilities

- Delegating work duties to individual staff members.
- Deputizing in the absence of the management team.
- Approving time records and requests for time off.
- Identifying and evaluating employee training requirements.
- Carrying out staff appraisals, managing performance and disciplining staff.
- Developing, managing and implementing promotions in order to drive sales.
- Monitoring Key Performance Indicators.

INTERCONTINENTAL HOTEL DOHA, QATAR: BARTENDER (January 2015 TO April 2017)

Responsibilities

- Prepare alcohol or non-alcohol beverages.
- Interact with customers, take orders and serve snacks and drinks.
- Assess customer's needs and preferences and make recommendations.
- Mix ingredients to prepare cocktails.
- Plan and present bar menu.
- Ability to recommend Food & Beverage combinations and up-sell alternatives.
- Check customer's identification and confirm it meets legal drinking age.
- Restock and replenish bar inventory and supplies.
- Stay guest focused and nurture an excellent guest experience.

INTERCONTINENTAL HOTEL DOHA, QATAR:

WAITER (May 2012 TO January 2015)

Responsibilities

- Ability to recommend Food & Beverage combinations and up-sell alternatives.
- Explaining the guest about the market style concept like how food is to be prepared, describing ingredients and cooking methods.
- Looking after guests with special needs i.e. dietary requirements, allergies etc
- Comprehensive knowledge of food, wines, spirits, liquors and champagnes.
- Building a rapport and relationship with guest
- Foster guest through consistently providing quick well-timed and professional service
- Ensuring that the guest enjoy their meals and taking action to solve any problems.
- Ensuring the food service area is left clean and tidy once all the guests have left.
- Responsible for all service preparations before, during & after the service (miss-en-place & miss-en-scene).
- Ensure minimum wastage, breakage and spoilage.
- Managing stock and wastage levels.
- Maintaining the bar and ordering the required items for the operation.
- Coordinating and communicating with other departments.

SWASWARA RESORTS GOKARNA(CGH EARTH GROUP LUXUARY RESORTS) INDIA:

SR.WAITER(October 2011 TO January 2012)

Responsibilities

- Reporting to The Restaurant manager.
- Responsible for entire F& B operations.
- Ensure that all the reports & records are maintained properly & timely.
- Ensure that the guest has a pleasant meal experience by supervision of special requirements of the guest.
- Maintaining excellent service quality and on time delivery.
- Constant improvement in systems and procedures that achieve higher cost efficiency and guest satisfaction.
- Handling queries and assisting in quick service recovery.
- Ordering Crockery's & glassware's for the smooth operations.
- Participating & encouraging the team to involve in more social and Eco friendly programmes.
- Conduct more theme dinners to offer a great experience for the guests.
- Arranging cultural programs & creating a unique experience for all the guests.
- To handle the department efficiently through the empowerment offered by the management.

**SWASWARA RESORTS GOKARNA(CGH EARTH GROUP LUXUARY RESORTS)
INDIA:**

WAITER (October 2010 TO September 2011)

Responsibilities

- Responsible for entire F& B operations.
- Ensure that all the reports & records are maintained properly & timely.
- Ensure that the guest has a pleasant meal experience by supervision of special requirements of the guest.
- Maintaining excellent service quality and on time delivery.
- Constant improvement in systems and procedures that achieve higher cost efficiency and guest satisfaction.
- Handling queries and assisting in quick service recovery.
- Ordering Crockery's & glassware's for the smooth operations.
- Coordinating and communicating with other departments

Achievements:

- Achieved “**Employee of the Month – Front of the House**” from The Intercontinental hotel Doha, Qatar

Personal Data

Name : SHIBIN NARAYANAN DEVI
Skype ID : ndshibin07.
Date of Birth : 18th APRIL 1989.
Marital Status : Single.
Religion : Hindu.
Hobbies : Playing cricket, watching movies, listening to music.

PASSPORT DETAILS:

Passport Number : S7668389
Date of Issue : 19/08/2018.
Date of Expiry : 18/08/2028.
Place of Issue : Doha.

Declaration

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

Place: Qatar

Date: 24/08/2019

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