



**Vineet Y. Suvarna**

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**Personal Minutiae**

Date of Birth : 28<sup>th</sup> May 1987

Marital Status : Married

Passport Number: K8932927

Looking for a responsible role of being associated with a company where I can utilise my skills and gain further experience, while enhancing company's productivity and reputation.

**Professional Synopsis**

- Invaluable work experience in international hospitality market
- Good presentation skills
- Self motivated and positive approach towards work
- Possessing excellent written and oral communication skills
- Excellent customer interaction and eye for details
- Excellent up-selling techniques.

## Work Experience

**15<sup>th</sup> January 2013 – Present, Sofitel Jumeirah Beach Hotel, Dubai Marina, UAE** as a Food and Beverage Executive (Plantation restaurant and terrace – Global winner, World Luxury Restaurant Awards – best restaurant in European cuisine 2016)

- Handling guest queries with regards to the organization and its services
- Providing immaculate service to the guests in the outlet at all times
- Performing opening and closing as well as the cashiering procedures
- Self empowerment and taking initiative to assist different outlets as per the business needs
- Always up-selling the products and services to the guest at all times
- Following the health and safety/ hygiene procedures
- Handling the designated shift during the service operation

**10<sup>th</sup> October 2011 – 15<sup>th</sup> March 2012, Crowne Plaza, Heathrow, London, United Kingdom** as a Food and Beverage Assistant (bartender) in Orwell's bar.

- Providing appropriate service to the guests as per the guests requirements
- Handling the bar operations and the designated outlet
- Assisting my manager and colleagues with regards to bar inventory
- Applying up-selling techniques with regards to the services and products offered
- Taking initiative and executing decisions with regards to guest satisfaction and queries

**12<sup>th</sup> July 2010 – 31<sup>st</sup> August 2011, De Vere venues, Wokefield Park, Reading, United Kingdom** as a Food and Beverage Assistant in Steam, Bake and Grill Restaurant.

- Serving Food and Beverages
- Ensuring total customer satisfaction
- Providing assistance to the restaurant manager during service operations
- Preserving the restaurant image at its best as per the SOPs
- Assisting different outlets as per the business requirement
- Constantly up-selling the products and services to the guests
- Performing the opening and closing procedure of the designated outlet

**May 2009 - January 2010, Brightlands Resort Matheran, India** as a Food and Beverage Associate.

- Serving food and beverages
- Ensuring excellent customer service
- Obeying the health and safety procedures
- Maintaining the hygiene standards
- Ensuring total guest satisfaction

**11<sup>th</sup> March 2008 - 17<sup>th</sup> March 2008** ITC Grand Maratha, Mumbai. (Outdoor Catering Event – Reliance Young Presidents Organization, Jamnagar) as a Food and Beverage Assistant.

**May 2007 - October 2007**, ITC Grand Central, Mumbai as a Management trainee.

**Departments Worked In:**

- Food and Beverage (service)
- Food and Beverage (kitchen)
- Marketing
- House Keeping
- Front Office (Concierge)

**Education**

**March 2010 – January 2012,**

Post Graduate Diploma in Hospitality and Leadership Management from Ealing, Hammersmith and West London College, England.

**August 2006 – June 2009,**

BA in International Hospitality Management. From ITM, Navi Mumbai in affiliation with Queen Margaret University, Edinburgh, UK.

**2003 – 2005,**

HSC certification in Science in New English School and Junior college, Kalwa.

**2003,**

SSC certification from New English School, Kalwa.