

JACKSIN PATHROSE

Objective

To obtain challenging and responsible position in an organization to the successful growth of which I will contribute using my abilities and knowledge.

Professional Experience

- 1) **Name of the Company** : **Paragon Restaurant (India)**
 Designation : **Waiter**
 Duration : **June 2014 to March 2015.**

Duties & Responsibilities

- Provide the perfect service experience for every Guest
- Ensure the Guest feels important and welcome in the restaurant
- Ensure hot food is hot and cold food is cold
- Adhere to timing standards for products and services
- Look for ways to consolidate service and increase table turns
- Present menu, answer questions and make suggestions regarding food and beverage
- Serve the Guest in an accommodating manner
- Must know all food liquor, beer, wine and retail offered
- Apply positive suggestive sales approach to guide Guests
- Pre-bus tables; maintain table cleanliness, bus tables
- Looks for ways to avoid waste and limit costs
- Assist in keeping the restaurant clean and safe
- Provide responsible service of alcoholic beverages

- 2) **Name of the Company** : **Alfaisaliah Restaurant. (Saudi Arabia)**
 Designation : **Captain Trainer**
 Duration : **March 2015 to Still Continuing**

Duties & Responsibilities

- Assist guest with table reservation.
- Assist guest while seating.
- Ensure guest are serviced within specified time.
- Has a good knowledge of menu and presentation standards.
- Speak with guests and staff using clear and profession
- al language, and answer phone calls using appropriate telephone etiquette.

- Able to answer any questions regarding menu and assist with menu selections.
- Able to anticipate any unexpected guest need and reacts promptly and tactfully.
- Always applies service techniques correctly at all times, and serving Food & Beverage items with enthusiasm.
- Serve food courses and beverages to guests.
- Set tables according to type of event and service standards.
- Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- Check with guests to ensure satisfaction with each food course and beverages.
- Responsible for clearing, collecting and returning food and beverage items to proper area.
- Maintain cleanliness of work areas, china, glass, etc. throughout the shift.
- Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly.
- Present accurate final bill to guest and process payment.
- Perform shift closing on the Point of sales terminal and tally cash and credit card settlements.
- Work with fellow staffs and manager to ensure that the restaurant achieves its full potential.
- Complete closing duties, including restocking items, turning off lights, etc.
- Conducts monthly inventory checks on all operating equipment and supplies.
- Take an active role in coaching and developing junior staff.

Educational Qualifications

1) **Course** : Bachelors of Tourism and Hospitality Management

Year of Passing : March 2014

Board : Mysore University

2) **Course** : PLUS TWO

Year of Passing : March 2011

Board : Kerala State

3) **Course** : SSLC

Year of Passing : March 2008

Board : Kerala State

Key Skills & Area of Expertise

- Good Communication skills
- Team spirit and positive attitude
- Self-disciplined and Hard working
- Able to work under stress with responsibility

Personal Summary

- Nationality : Indian
- Date of Birth : 1/3/1992
- Marital Status : Single

I Hereby Declare that the statement made above are true, complete and correct to the best of my knowledge and belief.

Name:

Date:

Place :