|  |  |
| --- | --- |
| adhil saleem**customer care executive** |  Email: mohamedaadhi@gmail.comcontact- +91 9894808429  |
|  | **DOMAIN EXPERTISE:****FOOD & BEVERAGE MANAGEMENT OF HOSPITALITY INDUSTRY**- Daily operations of restaurants, commercial kitchens and other establishments that provide food and beverage service to customers.**FRONT OFFICE DESK** – Interacting with customers, meet and greet filing and mail distribution. Using computers with MS Office.**WORK EXPERIENCE IN TOTAL**: ***Two years of experience in Ass Unit In charge Five years’ experience in Food & Beverage Industry.*****WORK EXPERIENCE****CUSTOMER CARE EXECUTIVE(front office)** April 2013 – April 2015**Aster Medical Centre, Doha, Qatar** JOB DESCRIBTION: * Welcoming and greeting all patients and visitors, in person or over the phones.
* Answering the phone while maintaining a polite tone, consistent phone manner using proper telephone etiquette.
* Responsible for keeping the reception area clean and organized.
* Registering new patients and updating existing patient demographics by collecting patients detailed information.
* Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff.
* Communicating with doctor if there is any necessary.
* Handling cash and maintaining register for excess and short.

**F&B ASSISTANT** February 2010 – October 2011**Hilton Croydon, London.** **FRONT OFFICE / WAITER** February 2007 – December 2008**Ashby Hotels, Trichy, Tamil Nadu, India**JOB DESCRIPTION:* Helping with the daily operations of restaurants, commercial kitchens and other establishments that provide food and beverage service to customers.
* Report to the food and beverage manager and responsible for front-of-the-house dining room operations.
* My focus on maximizing the profitability of food and beverage operations and carry out menu strategies and promotions to meet this goal.

**SKILLS:*** Food and Beverage operations.
* Menu strategies, daily operations of restaurants.
* Room service and Banquet
* Micros system experience
* Cash up in restaurant
* MS Office knowledge
* Software Knowledge in Java, Visual Basic and Web Designing.
* Client / Customer Interactions.
* Greeting and Receiving Guests.
* Receiving complaints, Filing and Mail Distribution.

**EDUCATION** **ADVANCE DIPLOMA IN TRAVEL TOUR AND HOSPITALITY- 2011**London Training College – UK**DIPLOMA IN CATERING & HOTEL MANAGEMENT (D.C.H.M )- 2006**S.R.M Deemed University, Tiruchirappalli, Tamil Nadu, India**ADVANCED DIPLOMA IN CULINARY ARTS - 2011**CITY & GUILDS, U.K**TRAINING****Organization**: **JAYPEE PALACE** (5 Star Deluxe)- Agra, India**Duration**: **1 Month** **Job title**: Industrial Trainee**Job Profile**: Food & Beverage Service operations.**Organization**: **Buena Vista Beach Resort** - Chennai, India.**Duration**: **6 Months** **Job title**: Industrial Trainee**ACHIEVEMENTS*** Got reward for best employee of the month.
* Completed Health and safety course conducted by Hilton.

**PERSONAL INFO**Date of Birth : 21-Oct-1987Nationality : IndianMarital Status : MarriedLinguistic Ability : English, Arabic, French, Urdu, Tamil, Hindi, Passport No : Driving License : Indian License**DECLARATION**I hereby declare that the above written particulars are true to the best of my knowledge and belief. |  |

