JINU JOSE

B-12 ,MNSS,Rai,Sonipat,131029

CELL:(+91) 7738498777

Email Id-jinujose108@gmail.com

SUMMARY

Dependable Hotel and Hospitality professional offering four years of experience in Food and Beverage services in multiple departments. Proficient Team Leader, with strong communication and organizational abilities. Expertise in improving process and maximizing customer satisfaction.

HIGHLIGHTS

. Service-minded .Follows procedures

. Problem solving skill . Quick learner

.Eye for detail . Profit generation

EXPERIENCE

JW MARRIOTT

MUMBAI SAHAR

14-10-2014 to 30-12-2016

Guest Service Associate(GSA)

(Pre-opening team)

. Taking order from the guest, and giving them the choice of menu.

. Proficiently managed guest expectations to ensure optimal satisfaction.

. Kept dining area neat, clean, and functional for all restaurant staff.

. Assisted management with special projects , daily coverage, training , and scheduling.

PULLMAN NOVOTEL

HOTELS @ RESORTS

NEW DELHI AEROCITY

20-01-2017 to CURRENT

Guest service executive,Supervisor

. Stay uo to date on food and beverage items, ingredients options , and service techniques.

. Handle customer service issues.

. Work with kitchen staff to incorporate special requests.

. Eye for detail.

. Following service procedures

Event Coordinator

I have worked as event coordinator with jw Marriott while I was working as banquet supervisor.

I had detailed session with sales and catering team that how they handled events and conference.

EDUCATION

DIPLOMA IN HOSPITALITY (2014)

Bachelor in Business administration-2013(marketing and sales)

(Kurukshetra University)

Specialization –sales and marketing

12th CBSE -Bright scholar senior secondary school (2010 )

SONIPAT

10TH CBSE – st BURSOMAS SCHOOL (2008)

KERALA

CERTIFICATIONS

. got training in Remmy martin .

. got training in English whiskey.

PERSONAL INFORMATION

NAME : JINU JOSE

ADRESS:B-12 MNSS , RAI, SONIPAT.HARAYANA

DATE OF BIRTH : 03/01/1992