

# ALBIN T JILBERT



## PERSONAL DETAILS

■ +971 567274254 , +91 90728 16561  
✉ albinjilbert00@gmail.com

Address : 7 hot pot building, al wahada,  
Abudhabi UAE  
Nationality : Indian  
D.O.B : 18-04-1996  
Gender : Male  
Visa status : Visit Visa

## SKILLS

Guest Service

Team Supervision

Training and Development

Quality Control

Billing and Payment

Cleanliness and Hygiene

Inventory Management

Cash handling

Customer service

Food Safety Compliance

Negotiation

## PROFILE

Results-driven and customer-focused Head Waiter with over 3 years of experience in high-end dining establishments. Adept at leading and motivating waitstaff to deliver impeccable service while ensuring guest satisfaction. Proven track record of enhancing restaurant operations and elevating the dining experience. Seeking the role of restaurant supervisor in a well established hotel or restaurant firm where I can leverage my skills and knowledge gained from professional experience and academic knowledge

## ACADEMIC CREDENTIALS

<b>BSC Tourism and Hospitality Management</b> Madhurai Kamaraj University	<b>2017</b>
<b>Nebosh Health and Safety</b> International Safety Academy Calicut	<b>2019</b>
<b>PLUS TWO</b> Board of higher secondary education Kerala	<b>2014</b>
<b>SSLC</b> Board of public exam Kerala	<b>2012</b>

## WORK EXPERIENCE

### CAPTAIN WAITER

**FEB 2020 – MAY 2023**

#### Bayt Sharq Restaurant Doha, Qatar

- Assigned waitstaff to sections and tables, delegating based on skillset and cover needed
- Took and memorized customer orders, inputting into system for chef preparation
- Provide exceptional customer service by greeting guests, assisting with seating arrangements, and ensuring their needs are met throughout their dining experience.
- Supervise and coordinate the activities of the waitstaff, including servers and busboys. Assign sections and responsibilities to staff members for each shift.
- Monitor the presentation and quality of food and beverages before they are served to guests. Address any issues promptly and professionally.
- Ensure that tables are set properly, with clean tableware and appropriate condiments.

### STORE KEEPER

#### Bayt sharq restaurant

- Maintain accurate records of all incoming and outgoing inventory, including food and beverage items, kitchen supplies, utensils, and cleaning materials.
- Receive, inspect, and verify the quantity and quality of goods delivered to the restaurant. Check for discrepancies and report any issues to the management.
- Monitor inventory levels and generate purchase orders as needed to replenish stock.
- Coordinate with suppliers and negotiate pricing when necessary.
- Conduct regular inspections of stored items to ensure they meet quality and safety standards.

## LANGUAGES KNOWN

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- ❖ English
- ❖ Arabic
- ❖ Malayalam
- ❖ Tamil
- ❖ Hindi

## COMPUTER PROFICIENCY

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- ❖ MS Office
- ❖ MS Excel
- ❖ MS Power point

## PASSPORT DETAILS

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Passport No : R0360483  
Date of Issue : 06/07/2017  
Date of Expiry : 05/07/2017  
Place of issue : KOZHIKODE  
Nationality : INDIAN

## HOBBIES

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Fooding



Song



Driving

## FRONT OFFICE ASSISTANT      JUNE 2016 – SEP 2016 F&B, HOUSE KEEPING | HOTEL ALOFT CHENNAI

- Welcome guests to the hotel, process check-ins, and check-outs efficiently. Provide information about hotel amenities, services, and local attractions.
- Handle room reservations, both over the phone and in person, ensuring accuracy and adherence to the hotel's booking policies.
- Assist guests with inquiries, requests, and special arrangements, such as transportation, wake-up calls, and room service orders.
- Process guest payments, issue receipts, and maintain accurate billing records. Handle any billing discrepancies or guest disputes professionally.
- Communicate with guests through various channels, including in-person interactions, phone calls, emails, and messages.
- Manage the front desk area, including maintaining a tidy and organized workspace and coordinating with other front office staff.

## DECLARATION

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I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

**ALBIN T JILBERT**