



VIJAY KUMAR

F&B Captain

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 Khalifa City, Abu Dhabi,
United Arab Emirates

OBJECTIVE

To acquire a position as Captain that allows me to use my abilities to enhance and grow with the company.

SUMMARY STATEMENT

Self-driven and outgoing Captain offering excellent communication skills and importantly ability to function well in fast-paced team environments. With 10 years of relevant experience in the service and hospitality, paired with a pro-active approach and determination to achieve great results. Excellent memorization skills with an outgoing personable attitude. Successful at building relationships with customers to increase loyalty and repeat business. I am experienced Captain looking for a new opportunity to showcase my skills in an innovative restaurant. My commitment to customer service and strives to exceed expectations with every order. With my enthusiasm and dedication, I would be an excellent addition to your organization.

CORE QUALIFICATIONS

- Knowledge About Food and Beverage Pairings
- Customer Service and Communication
- Menu Memorization
- Table Setting
- Food Preparation and Safety
- Bar Terminology Expertise
- Ordering Procedures
- Bill Computation and POS System
- Time Management and Problem-Solving

TRAININGS/ CERTIFICATIONS

- Food Safety Certification
 - Customer service and Complaint handling
 - First Aid and CPR
 - Driving License: UAE
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EDUCATIONAL BACKGROUND

Matriculation Certificate

Jaipur Open Board, Rajasthan
INDIA

WORK EXPERIENCE

Head Waiter, Jan 2022 - Present
Leisure Centre, Abu Dhabi

- Provide training, support and management for all staff working on food serving and took the appropriate action to build. Performance through the Appraisal System.
 - Promote our Child Protection Policy and the safety of our customers through the strict management of the Access Policy.
 - Assign work task to 20 servers and coordinate activities of dining room personnel to provide prompt and successful service to patrons.
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Captain, Mar 2020 – Nov 2021
KLM Hotel Resort, India

- Organize duty rosters, ensuring that there were sufficient staff to cover all duties, particularly during peak periods of business and to arrange a stand-by in case of illness and absenteeism.
 - Ensure operation area was kept tidy and hazard free.
 - Liaise with managing agent, building security and maintenance to ensure smooth operation of the building.
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Captain, Aug 2015 - 2019
Ayla Hotel Resorts, Al-Ain, Abu Dhabi

- To promote and ensure guest satisfaction, maintain a safe and sanitary work environment and ensure only the highest quality products are being served.
 - Always greet and welcome guests promptly in a warm and friendly manner.
 - Assist the guest with the table reservations.
 - Assist the menu selection and to anticipate any unexpected guest need and reacts promptly and tactfully.
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Waiter, Mar 2013 – Jul 2015
Leisure Centre, Al-Ain

- Take orders from and serve food and beverages to patrons.
- Perform consistent check-ins with patrons to ensure satisfaction and address complaints swiftly.
- Answer questions about the menu and make recommendations when appropriate or requested.
- Assist a team of hosts and hostesses by greeting, seating, and thanking customers.
- Communicate with kitchen staff directly and via computers.

- **Captain Jan 2021-Dec 2023**
- **Leisure Centre 01,ABU DHABI**
- Shift in charge with responsibility cash handling and making daily revenue report
- Take orders from and serve food and beverages to patrons.
- Perform consistent check-ins with patrons to ensure satisfaction and address complaints swiftly.
- Answer questions about the menu and make recommendations when appropriate or requested.
- Assist a team of hosts and hostesses by greeting, seating, and thanking customers.
- Communicate with kitchen staff directly and via computers.