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| adhil saleem  **customer care executive** | | Email: mohamedaadhi@gmail.com  contact- +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-1987  Nationality : Indian  Marital Status : Married  Linguistic 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. | |  |

