

PRINCE THOMAS

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OBJECTIVE/GOALS

To provide the best service to the guest with an excellent quality of work and to also obtain a challenging leadership position by applying my creative problem solving knowledge, experience of cocktail making, wine, spirits, beers and learn management skills with a versatile leading company to achieve optimum utilization of its resources and maximum profits.

EXPERIENCE

JW MARRIOTT PUNE HOTEL GUEST SERVICE ASSOCIATE

3rd FEB 2020 – 27th FEB 2021

- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Increased sales significantly by upselling higher-end products to customers.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Greeted new customers, discussed specials and took drink orders.
- Used communication and problem-solving skills to resolve customer complaints and promote long-term loyalty.
- Achieved monthly sales goals by using successful strategies to promote specials, desserts and alcoholic beverages.
- Applied comprehensive knowledge of wine, cider and beer to increase daily beverage sales.
- Stayed up-to-date on menu changes to help customers make food choices.

BARJOCKEY: BARTENDING ACADEMY AND EVENTS GOA MIXOLOGIST/BARTENDER

1st OCT 2019 – 31st DEC 2019

- Prepared classic, modern and unique cocktails for each customer.
- Maintained quality of garnishes, juices and other perishables by preparing new stock daily.
- Designed special drink and cocktail offerings on monthly basis as part of seasonal offerings.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Developed new signature cocktails to support bar marketing brand and increase profits.
- Stored supplies according to bar policies and health code requirements.
- Developed drink menu with creative cocktails, contemporary wines and craft beers.
- Trained new bartenders on drink preparation, product promotion, garnish preparation and sanitation protocol.
- Increased bar revenue through development and marketing of featured cocktails.
- Upsold menu items to customers, driving up per sale revenues and maximizing profits.
- Kept bar presentable and well-stocked to meet all customer needs.
- Polished glassware, bussed tables and removed debris to keep customer areas clean.
- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers and taking inventory.
- Set up bar for operation, obtained cash bank and stocked service bar.
- Set up glassware, liquor and other necessary supplies for special events.
- Managed bar inventory, restocked supplies and placed orders for spirits, beer, wines and mixers.
- Completed regular bar inventories and daily requisition sheets and increased sales and profits.
- Followed alcohol awareness procedures for preventing excessive guest intoxication.

HOTEL NISARGA PVT.LTD INDUSTRIAL TRAINEE

3rd JUL 2017 – 28th OCT 2017

- Increased training efficiency by working closely with supervisor and co-worker's, asking questions, and giving honest, detailed feedback.
- Shadowed senior team members to learn all related jobs.

- Attended training courses to build understanding of processes, techniques and industry.
- Maintained high levels of efficiency during training by taking detailed notes and asking questions.
- Participated in opening and closing procedures by prepping inventory sheets, balancing inventory to cash and closing out point-of-sale systems.
- Greeted and assisted guests by gathering information pertaining to reservations or requests.

EDUCATION

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|---|---------------------|
| STATE INSTITUTE OF HOTEL MANAGEMENT INDORE BACHELOR OF SCIENCE IN HOSPITALITY & HOTEL ADMINISTRATION | JUL 2016 – JUN 2019 |
| BARJOCKEY: - BARTENDING ACADEMY AND EVENTS GOA PROFESSIONAL BARTENDING COURSE | OCT 2019 – DEC 2019 |

ONLINE CERTIFICATE COURSES

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| CRISTIE NORMAN'S LEVEL1 WINE COURSE FOR BEGINNERS | 2020 |
| THE WINES OF SOUTH AFRICA SOUTH AFRICAN WINE EDUCATION COURSE | 2020 |
| BARSMARTS BY PERNOD RICARD USA SPIRITS & MIXOLOGY COURSE | 2020 |

COMPUTER KNOWLEDGE

- MS WORD
- MS POWERPOINT
- MS EXCEL
- IDS FORTUNE
- OPERA
- POINT OF SALE SYSTEM

PERSONAL INFORMATION

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| ADDRESS | :- | RV-91 INDUS GARDEN PHASE-1, GULMOHAR COLONY , BAWADIYAN KALAN, E-8 EXTENSION, BHOPAL, M.P |
| DATE OF BIRTH | :- | 24/07/1997 |
| MARITAL STATUS | :- | SINGLE |
| NATIONALITY | :- | INDIAN (WILLING TO MIGRATE) |
| PASSPORT NO | :- | U2841469 |
| HEIGHT | :- | 5ft10in -178cm |
| WEIGHT | :- | 60KG |
| DISABILITY | :- | NONE |

LANGUAGE PROFICIENCY

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| ENGLISH | :- Professional fluency in speaking, reading and writing |
| HINDI | :- Professional fluency in speaking, reading and writing |
| MALAYALAM | :- Native fluency in speaking |

ADDITIONAL SKILLS

- LEADERSHIP
- GUEST SATISFACTION

- SUGGESTIVE SELLING
- UPSELLING
- INVENTORY CONTROL PROCEDURES
- COMPLAIN HANDLING
- PROBLEM SOLVING
- IMAGINATIVE
- CREATIVITY
- WORK FLAIRING
- STORY TELLER

DECLARATION

I hereby declare that the above mentioned information is correct and have all the required documents to prove and ready to bear the responsibility for the above mentioned information.