



JIBIN S

Guest Service Associate

Professional Guest Service Agent with over 5 years of experience in delivering exceptional customer experiences. Skilled in building rapport with clients through excellent interpersonal and communication abilities, fostering loyalty and repeat business. Proficient in managing administrative tasks with strong organizational skills and a collaborative approach to teamwork. Known for creating excellent guest experiences and excelling in fast-paced service environments, consistently exceeding expectations in the hospitality industry.

SKILLS

Problem Solving

Multi-tasking

Decision Making

Guest Service Management

Creative Thinking

Inventory Control

POS & Data entry

Housekeeping Protocol

Keen observation

Computerised room

Attention to Detail & Teamwork

Hard working & Trustworthy

PROFESSIONAL EXPERIENCE

WAITER | 01/10/2023 to 01/12/ 2024

Chocomelt Restaurant LCC, Dubai UAE

SENIOR WAITER & GRE | 01/05/2022 – 12/08/2023

Hotel Edassery Mansion Ernakulam, Kerala, India

HOUSE KEEPING SUPERVISOR & SR. GSA | 01/06/2020 – 01/05/2022 Metro

Empires Hotel Calicut, Kerala - India

HOUSE KEEPING ASSISTANT & GSA | 20/5/2019 – 31/5/2020

Vythiri Mist Resort, Wayanad Kerala – India

DUTIES & RESPONSIBILITIES

- Managing guest reservations and seating
- Organizing special events and parties
- Inspecting the hygiene and cleanliness of restaurant premises
- Collecting customer feedback for improvement
- Looking after the wait staff and ensuring orders are correct and timely
- Greeting patrons and sometimes performing the duties of a host.
- Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- Check with guests to ensure satisfaction with each food course and beverages.

CONTACT

+919995106596, +917356767547

jibinshankar56@gmail.com

Ambali House, Chelembra P.O,
Malappuram, Pin: 673634

PERSONAL INFO

- **Nationality:** Indian
- **DOB:** 03/05/1995
- **Gender:** Male
- **Marital Status:** Single

PASSPORT DETAILS

- **Passport No.:** R1837504
- **Date of Expiry:** 29/062027

TECHNICAL SKILLS

- **Basic Computer Knowledge**
- **MS Office** (MS Excel, MS Word)

LANGUAGES KNOWN

- **English**
- **Malayalam**
- **Hindi**

EDUCATION

BSW (Degree) | 2023

Bachelor's degree in social work
Indira Gandhi National Open
University, New Delhi - India

Hospitality Management |

2019 Level 5 Certificate in
Hospitality Management Sheffield
Academy Kuala Lumpur - Malaysia

+2 (Higher Secondary) | 2015

National Institute of Open School
New Delhi – India

Fire & Safety (Diploma)| 2013

Engineering Safety Tech
Management Cochin, Kerala - India

SSLC (High School) | 2011

Kerala State Board Kerala – India

ACHIEVEMENTS

- **“Best Employer of the Month Award”**-Chocomelt Restaurant, Sharjah, UAE
- **“Extra Mile Award”** - Chocomelt Restaurant, Sharjah, UAE
- Providing excellent customer service and experience
- Organizing special events and parties
- Pleasing personality and excellent guest relation
- Reviewing and analysing staff duty and payroll

- Responsible for clearing, collecting and returning food and beverage items to proper area
- Maintain records of rooms that receive cleaning approval and rooms that require further cleaning and maintenance.
- Inspect guest rooms, public areas and all housekeeping job assignments to ensure cleanliness, quality and that departmental standards are being met.
- Assist to clean, prepare rooms and other housekeeping duties. Verify and provide updates on status of completed rooms and work areas.
- Interact with all hotel departments to ensure that cleaning standards and processes are complete and performed in a safe, timely fashion with minimal disruption to business operations.
- Identify cleaning needs, potential safety hazards or repair needs and notify appropriate individual for resolution.
- Monitor computer system to track room vacancies, for cleaning and maintenance.
- Distribute and collect radios, keys and other necessary tools to team members at the beginning and end of each shift.
- Maintain a safe, sanitary and organized work environment.
- Ensure sufficient inventory of supplies such as linens, equipment, cleaners and amenities.
- Always maintaining guest confidentiality

INTERNSHIP

- **Pullman Hotel and Residence, Kuala Lumpur, Malaysia (3 Months)**
 - Supervisor Training
 - Desk clerk/ front office manager
 - Laundry Assistant Training
 - Runner Training
- **Grand Season Hotel, Kuala Lumpur, Malaysia (3 Months)**
 - Food and Beverage Section
- **Grand Season Hotel, Kuala Lumpur, Malaysia (3 Months)**
 - Front office Management

REFERENCE

- **Mr. Shiju Vakachan**
Manager - Chocomelt restaurant, Kuwait
+96567775864