



NITHESH P P

CONTACT

+971 50 480 4085
nitheshpp123@gmail.com
UAE

Passport No : S0277888
Date of Expiry : 15/04/2028
Visa Status : Visit Visa
Nationality : Indian
Date of Birth : 12/07/1996
Marital Status : Single

ACADEMIC CREDENTIALS

DIPLOMA IN AVIATION & HOSPITALITY MANAGEMENT
Malabar Aviation Academy
2017-2018

HIGHER SECONDARY | 2014
Board of Higher secondary
Examination Kerala

SSLC | 2012
Board of Public Examination,
Kerala, India

COMPUTER PROFICIENCY

MS Office ★ ★ ★
Basic ★ ★ ★ ★ ★
Operations ★ ★ ★ ★ ★
Internet & Email

ABOUT ME

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

WORK EXPERIENCE

GUEST SERVICE ASSOCIATE | 2019 - 2020

THE SANIHARA HOTEL & RESORT LAKKIDI, WAYANAD
F & B SERVICE DEPARTMENT

- Greet Guest as they arrive at the food service facility, and provide them with assistance in finding seats.
- Manage the telephone exchange to respond to queries regarding food and beverage services.
- Ensure that guests are seated and provided with menus promptly.
- Ensure that all guests' requests and queries are responded to promptly and effectively and an exceptional service is delivered to guests at all times.
- Deal with guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times and ensure that any guest complaints and comments are reported to management
- Ensure all cash, charge, float and till procedures are carried out in line with agreed procedures

GUEST SERVICE ASSOCIATE | 2020-2021

RIPPON MOUNT RESORT MEPPADI, WAYANNAD
F & B SERVICE DEPARTMENT

- Prepare restaurant tables with special attention to sanitation and order.
- Attend to customers upon entrance.
- Present restaurant menus and help customers select food/beverages.
- Take and serve orders.
- Answer questions or make recommendations for complementary products.
- Collaborate with other restaurant servers and kitchen/bar staff.
- Deal with complaints or problems with a positive attitude.

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a Guest focused approach Skills include Patience, Attentiveness, and a positive language
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.

LANGUAGE SKILLS

Mother Tongue : Malayalam

English

Listening	Reading	Writing	Spoken Production	Spoken Interaction
C1	C1	C1	C1	C1

Hindi

Listening	Reading	Writing	Spoken Production	Spoken Interaction
C1	C1	C1	C1	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

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