



KARTHIK S

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OBJECTIVE

Accuracy in food production Attention to detail Bilingual Commitment to customer service Experience training skills Problem solving Work well without supervising

EDUCATION

- **FKHA IHM TRIVANDRUM**
2019-2020
Diploma
A
- **SNVGHSS KADAKKAVOOR , TRIVANDRUM,KERALA**
2017-2019
+2 Biology science
- **SNVGHSS KADAKKAVOOR, TRIVANDRUM, KERALA**
2016-2017
SSLC

EXPERIENCE

- **Karthika residency , kazhakkuttom, Trivandrum**
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Hotel Management Trainee
*. Answered telephone calls and emails to assist customers in making reservations
*. Provided service efficiently and with high level of accuracy
*. Managed above 20 customers each day during check in at front office
*. Increased customer relationship experience
*. Handled guest complaints offered complimentary service to maintain high guest satisfaction rates
*. Marketed and coordinated banquet hall and conference hall for social events and business meetings
- **Karthika residency, kazhakkuttom Trivandrum**
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Food production
* Improved operations through consistent hard work and dedication
*. Work with customers through understand needs and provide excellent service
*. Worked as a trainee with executive chef in preparing dishes for guests as per their requirement
*. Helping all type of food production
*. Offered friendly and efficient service to customers handled challenging situation with ease
- **Karthika park**
-
F&B service
Job trainee for food and beverage section
* Offered friendly and efficient service to customers,handled challenging situation with ease
*. Improved operations through consistent hard work and dedication
*. Managed above 20to 50 customer calls during training sessions
*. Worked with customers and understand needs and provide excellent service

SKILLS

- Guest experience Guest accommodation Team co ordination Multi tasking Handle pressure Adaptability

ADDITIONAL INFORMATION

- *. Kept guests calm through effective communication and dynamic listening skills which prevented from client complaint
- *. Promoted the hotel as wedding destination on social media and online ads which increased the number of such events
- *. Acquainted hotel guests with resort amenities at check-in effectively decreasing the percentage of calls to front desk

LANGUAGES

- Hindi
- English
- Malayalam

PERSONAL DETAILS

- Date of Birth : 30/10/2001
- Marital Status : Single
- Nationality : India

SOFTWARE

- Microsoft
- Social media

INTERESTS

- Multi tasking
- Customer management

CERTIFICATION

- 02.11.2020. Hotel Management
- 2019 Higher secondary
- 2017. SSLC

REFERENCE

- **Linu - "Karthika residency "**
Executive chef
keshureshu@gmail.com
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