

NAVANEETH C P



PROFESSIONAL SUMMARY

I am a dedicated and enthusiastic professional with experience in the F&B service department, where I thrive in fast-paced environments and excel at delivering exceptional customer service. With a keen eye for detail and a passion for hospitality, I have honed my skills in guest interaction, order management, and team collaboration. My ability to remain calm under pressure, coupled with my strong communication and problem-solving skills, allows me to ensure a pleasant dining experience for guests while contributing to the overall success of the team. I am eager to leverage my expertise and contribute to creating memorable dining experiences in a dynamic setting.



CONTACT



Chenakkaparambil (H),
AR Nagar (PO), Chendapuraya,
Malappuram, Kerala-676305



+91 8129173149



navaneethcpnavi@gmail.com



PERSONAL DETAILS

Date of Birth : 27\04\2000
Nationality : Indian
Marital Status : Single



EDUCATION

- **Food & Beverage Steward And Frond office Associate (Diploma)**
Mimhans DDU-GKY | 2021
- **Cad Desing (Asap)**
Institute of Gems & jewellery Desing, inkel city
Malappuram | 2017
- **SSLC**
Abdthurahiman Nagar Higher Secondary School
, Chendapuraya, Malappuram | 2015



COMPUTER KNOWLEDGE

- Knowledge in computer fundamental, Windows XP, Windows7
- Knowledge in MS Office (Word,Exel,PowerPoint)



LANGUAGES

- English, Hindi, Tamil, Malayalam



WORK EXPERIENCE

F&B service department, Guest service associate (1Year) **Morickap resort, Kalpeta**

- Managed guest seating, order taking, and maintained a pleasant dining atmosphere.
- Coordinated with kitchen and bar staff for efficient order delivery.
- Demonstrated menu expertise to upsell and increase revenue.
- Maintained table setup, cleanliness, and processed guest payments accurately.
- Resolved guest concerns promptly and contributed to service enhancements.
- Collaborated with team for smooth operations and upheld health and safety standards.

F&B Service Department, Guest Service Associate (10 months) **The Raviz kadavu**

- Provided top-tier guest service, managing seating and ensuring satisfaction.
- Excelled in organization, optimizing table turnover and handling reservations.
- Proficient in responsible alcohol service, maintaining a positive atmosphere.
- Demonstrated leadership, supporting team members and fostering teamwork.
- Maintained high standards of presentation and cleanliness.
- Assisted in restaurant, banquet, and in-room dining operations, including inventory management.

On the job trainee, F&B service Department **The Raviz kadavu**

- Completed training courses to learn F&B service processes and industry standards.
- Assisted in guest interaction, seating, and order taking.
- Supported service tasks like table maintenance and quality control.
- Collaborated with team for efficient operations.
- Actively sought feedback for continuous improvement.



SKILLS

- Customer Service
- Order Management
- Team Collaboration
- Menu Knowledge
- Responsible Alcohol Service
- Organization Skills