



Deepak Joshi

**HOSPITALITY, AIRLINES & TRAVEL
PROFESSIONAL, 34**

Contact Details

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ACADEMIC PROFILE

**INSTITUTE OF HOTEL MANAGEMENT,
IND**

Bachelor of Hospitality, Marketing & Tourism
(2005-2008)

**PACIFIC INTERNATIONAL HOTEL
MANAGEMENT SCHOOL, NZ**

Attended Hospitality, Marketing & Tourism.
(2010).

Professional Competencies

- Team leadership skills.
- Excellent learning & teaching attitude.
- Optimum utilization of resources.
- Implementation of new ideas.
- Skilled in Management.
- Passionate for the work.
- Effective guest handling skills.
- Excellent customer relation and situation handling skills.

Personal Skills & Abilities

- Interacting with diversity of people.
- Making new friends and being in touch with old friends too.
- Photography and Videography.
- Writing thoughts.
- To learn the different etiquettes and improve my personality in every sense.
- Created a website to share my travel experiences and other reviews.

Work Experience

FOOD & BEVERAGE MANAGER (2015 - 2020)

ETIHAD Airways, Abu Dhabi, UAE.



- Fully responsible for the Business, First class & Residence product & Exclusive service delivery, managing the team and guest experience.
- Developed and implemented measures to ensure the product design and delivery match the level of company standards.
- Monitored guest satisfaction in relation to quality, presentation and timeliness of all food and beverage.
- Handled off-Load Reports, guest feedback and handover reports. Supervised daily food and beverage on board operations.
- Ensured consistent execution of exclusive 5 - star service delivery.
- Obtained alcoholic beverages inventory complying with the local and international regulations.
- Cooperated closely with Etihad Catering Chef in determining menu plans on quarterly basis.

FOOD & BEVERAGE SUPERVISOR (2013-2014)

Sofitel Palm Jumeirah, Palm Island, Dubai, UAE



- Pre-Opening team member, Set up the Lobby Lounge, the face of the hotel and running successfully.
- MAUI the pool bar operations is the one of the busiest operations in the hotel.
- Being a part of the Pre-Opening team worked closely with the management from the scratch, from receiving the hotel operation equipment's to set up the layout of the restaurant and lobby.
- Assisted the senior management in Menu Planning
- Worked and assisted in all the food and beverage outlets in the initial time and nurtured my skills.

FOOD & BEVERAGE SUPERVISOR (2012-2013)

WESTIN Hotel, Gurugram, IND



FOOD & BEVERAGE CATERING EXECUTIVE (2011-2012)

IMPERIAL Hotel, New Delhi, IND



FOOD & BEVERAGE EXECUTIVE (2010-2011)

NOVOTEL Hotel, Wellington, NZ



FOOD & BEVERAGE ASSISTANT (2008-2009)

OBEROI Hotel, New Delhi, IND



FOOD & BEVERAGE TRAINEE (2006)

RADISSON Hotel, New Delhi, IND



PERSONAL REFERENCES

Mohamed Khalifa Mohamed Zakaria

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Gagan Singh

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