




## Jobin Louis

FOOD AND BEVERAGE

 Dubai, United Arab Emirates

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 +971557716520

### PROFILE

Seasoned Food and Beverage Professional with over 9 years of experience working with renowned Luxury, Premium and Select Brands with a selective focus on Guest Experience and Business Retention leading to creation and maintenance of Brand Loyalty.

### CORE COMPETENCIES

Effective Communication

Interpersonal Skills

Creativity

Operational Knowledge

Flexibility

Time Management

Guest Experience

## WORK EXPERIENCE

### SENIOR WAITER

*Sheraton Grand Hotel, Dubai*

April 2018 - June 2024

- Appointed as Senior Waiter at the Sheraton Grand Hotel, Dubai for the signature All-Day Dining restaurant Feast.
- Performed pre-opening and operational tasks for breakfast, lunch and dinner operations turning over 300, 100 & 70 covers respectively on an average daily basis.
- Feast, awarded Best All-Day Dining Restaurant in Dubai by "FACT. Dining Awards" for the years 2018 & 2019.
- Actively supported other Food and Beverage Outlets in the hotel such as Larimar by Dawn and Dusk (Pool Bar), In-Room Dining and Banquets during peak- season.
- Documented inventory of all tableware in the restaurant using physical inventory methods in order to determine discrepancies and or variation from previous documentations.
- Assisted new-joiners in understanding SOPs and actively promoted brand standard based operations.
- Awarded "Associate of the Month" for the month of October 2021 and was recognized for active contributions to guest satisfaction by the Director of Food and Beverage and the General Manager.

### ASSISTANT WAITER

*Royal Caribbean Cruises,  
Miami, Florida*

December 2016 - June 2017

- Appointed as "Assistant Waiter" for the Food and Beverage Outlets aboard the "Azamara Quest" cruise ship for Royal Caribbean Cruises, FL, USA. Undertook pre-requisite operational tasks for all Food and Beverage Outlets.
- Prioritized Guest Experience aboard the cruise for about 1400 guests throughout the tenure on board offering exquisite dining experiences and curated menus by the chefs on board considering all dietary and non-dietary restrictions.
- Maintain and upkeep of USPH Standards while delivering exceptional service through Food and Beverage offerings at Specialty and Casual Dining Outlets.

### WAITER

*JW Marriott Marquis, Dubai*

October 2015 -November 2016

- Appointed as "Waiter" at JW Marriott Marquis, Dubai for the multiple award- winning All-Day Dining Restaurant "Kitchen 6".
- Performed pre-opening and operational tasks for breakfast, lunch and dinner operations turning over 1700, 500 & 200 covers respectively on an average daily basis. Documented inventory of all
- tableware in the restaurant using physical inventory methods in order to determine discrepancies and or variation from previous documentations.

## EDUCATION

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- **Diploma in Hotel Management and Tourism**

KITCO-IITM, Pala, Kerala, India

**June 2003 — May 2005**

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- **Higher Secondary**

Government College (Govt. of Kerala), Mallapally, Kerala

**June 2001 — May 2003**

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- **S.S.L.C**

Government School (Govt. of Kerala), Kulathoor, Kerala

**June 2000 — March 2001**

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## JOB SPECIFIC SKILLS

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### MICROS

Microsoft Office Suite

## *InterContinental Abu Dhabi* *Belgian Beer Cafe -Waiter*

**January 2009 - January 2015**

**(2009-11)**

- Appointed as "Waiter" at the Intercontinental, Abu Dhabi for the award-winning
- All-Day Dining Restaurant "Selections".
- Performed pre-opening and operational tasks for breakfast, lunch and dinner operations turning over 300, 80 & 60 covers respectively on an average daily basis.
- Documented inventory of all tableware in the restaurant using physical inventory methods in order to help determine discrepancies and or variation from previous documentations.
- Actively participated in Food and Beverage Training Sessions with a key focus on Wines and Spirits conducted by the hotel.

**(2011-15)**

- Appointed as "Waiter" at the Intercontinental, Abu Dhabi for the award-winning Belgian Pub Concept "Belgian Beer Cafe".
- Performed pre-opening and operational tasks for A-la-Carte Dinner operations turning over 175 covers on an average daily basis.
- Documented inventory of all tableware in the restaurant using physical inventory methods in order to help determine discrepancies and or variation from previous documentations.
- Awarded "Associate of the Month" for the month of March 2014 and was recognized for active contributions to guest satisfaction by the Director of Food and Beverage and the General Manager.
- Responsible for management of requisition, billing and documentation of Casual Labor.
- Undertook store requisitions for the outlet.
- Held Cash Authority generating daily cash reports and reporting any discrepancies to the Restaurant Manager.

## ASSISTANT WAITER

*The Leela Kempinski*  
*Kovalam, Kerala*

**August 2005 - March 2007**

- Appointed as "Food and Beverage Trainee" at the Leela Kempinski Kovalam, Kerala (now The Raviz, Kovalam) for the All-day Dining Restaurant "The Terrace". Promoted to the position of "Assistant
- Waiter" after successful completion of the 6- month training period. Performed pre-opening and operational tasks for breakfast, lunch
- and dinner operations turning over 250, 50 & 60 covers respectively on an average daily basis. Documented inventory of all tableware in the restaurant using physical inventory methods in
- order to help determine discrepancies and or variation from previous documentations. Held Cash Authority generating daily sales reports, closing POS systems, submission of cash reports and
- reporting any discrepancies to the Senior Captain.