

JASSWIN DSOUZA

FOOD AND BEVERAGE MANAGER



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Dynamic and Customer oriented professional with 9 years of progressive experience across a broad range of Food and Beverage functions and diverse industry segments.

Proven ability to combine hospitality, customer relations, people management and strong leadership to support business.

Results driven, decisive collaborator with proven success in building strong, lasting relationships with managers, associates and customers.

EDUCATION

DIPLOMA - INTERNATIONAL HOTEL ADMINISTRATION

American Hotel and Lodging / Mumbai
2011

BACHELOR

IGNOU-Hotel Management / Mumbai
2011

SKILLS

Customer Service

Decision making

Relationship development

Communications

Problem resolution

Client Relations

Results-oriented

Team management

Computer Proficient

Customer Satisfaction

Creative Problem Solving

LANGUAGES

Hindi

DRIVING LICENSE

Driving license category

Automatic

PERSONAL DETAILS

Date of birth

10th Nov 1990

Nationality

Indian

Marital status

Single

WORK EXPERIENCE

FOOD AND BEVERAGE MANAGER

Etihad Airways PJSC / Jul 2014 - Present / Abu Dhabi

- Operate and Manage guests travelling in Business class and First class with a team of high performers.
- Design and develop service SOP's for the First class Lounge (Airport) & Cabin, Business class studio A-380, B787-9-10 fleet.
- Assisted Style & Image brick & mortar fit out for the boutique.
- Manage ingredients and food product use by assessing availability, customer traffic and popularity of items resulting in minimising food waste reduction.
- Set and enforce performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction.
- Organise and oversee food service training to educate employees on business climate, consumer behaviour, cuisine choice by network.
- Resolve challenging customer complaints to full satisfaction, promoting brand loyalty and maximising repeat business.
- Deliver in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Align seasonal plans with ingredient availability and key area events for optimal promotions.
- Conduct On the job Performance reviews.
- In charge of On-board Duty free sales, Upselling and promotions.

VIP BUTLER- VIP SERVICES AND PROTOCOL/ TEAM LEADER VIP SERVICES AND PROTOCOL

Atlantis The palm- Dubai World / Dec 2012 - May 2014 / Dubai

VIP Butler-

- Primarily served as a key point of contact VVIP Guests throughout their stay.
- Maintained seamless interaction with guests in order to facilitate guest recognition, obtain preferences, anticipated guest needs and proactively action all their requests and requirements.
- Inspected and set up arrival and occupied suites as per the guest preferences
- Provide Food and Beverage services as required.
- Organized and assisted with itinerary or arrangements the guest intends to make during their stay.
- Assisted guests regarding hotel facilities in an informative and helpful way.

Team Leader-

- In charge of the overall running of all the Resort Super Suite operations (9 units)
- Managed the arrival and the coordination of all VIP guests (Celebrities, Royalties, High Profile and Highest spenders)
- Responsible of the VIP Policy and ensure it is fully implemented at all times.
- Monitor guest satisfaction on a daily basis and ensuring the continuous improvement across all VIP Services to achieve the highest service level at all times.
- Ensure the full implementation of training towards a philosophy of excellence.
- Coordinate with Security services to ensure that all celebrity and VIP stays are handled in the safest and discreet manner. Ensure continuous contact with the local authorities.
- In charge of the Butler services of the resort and coordination of all the culinary, protocol, security and housekeeping services, related to the Resort Premium suites.
- Creation of premium suites new service concepts.
- Managed the Resort Helipad operations and Services and all marketing activities.
- Established contact with the highest spenders in the resort and follow their stay activities in order to promote resort facilities maximizing revenue
- Inspect and ensure the maintenance of the suite quality standards.
- Maintain all suites inventory and ensuring minimization of breakages and loss part of the asset management programme.
- Maintain under butler Roster, leaves and training.
- Been a Butler for VVIP clients, CEO's, Sheikh's , Head of states, Prince and Princesses and personalities like HRH Sheikh Waleed Al Ibrahim , HRH Princess Lalla Salma of Morocco, Mr. Micheal Dell , HRH Prince Mohammed Bin Turkey Al Saud, Celebrities like Justin Timberlake, Fast and Furious Cast, Christiano Ronaldo, Zinedine Zidane and many more.

EXECUTIVE BUTLER- PALACE SERVICES

Taj Mahal Palace and Tower / Jun 2011 - Nov 2012 / Mumbai

Management Trainee:

- Provide a very personal, detailed, seamless service to VVIP guests & High Profile guests. -Take care of guests needs in a highly professional manner.
- The job profile is related to departments like In Room Dining, Laundry, Restaurant - Reservation's, In room Check in & Check out but not limited to being an Organizer, a Confidant, a Supervisor, a Guide, a Concierge and a quick supply of Information.

Cross Exposure:

Cross trained in all the Major Outlets and specialty restaurants, in direct supervision of the Managers in order to gain thorough knowledge of Food and Beverage Menu for a brief period of 6 months, to gain hands on operations of restaurant and food service delivery. Was promoted to Asst. Head Butler within a year.

- Been a Butler for VVIP clients, CEO's, and celebrities like Usher Raymond, Akon, Lionel Richie, Halle Berry, Kanye West, Tom Cruise, Paula Patton, Mick Jagger, Will Smith, Robert Di Nero, Oprah Winfrey and many more.

HOBBIES

Photography