# DOMINIC JOSEPH D’SOUZA

## Permanent Address :

Survey No. 15, Koregaon Park

Lane G, South Main Road

Next to Archana Meadows Bldg,

Pune 411001, Maharashtra, India

Mob No-+919623082757; +918975762160

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**SUMMARY:**

* Over **14** years of experience in the **Hospitality Industry**.
* Having done a 3 years **Bachelor of Commerce Degree**, I have a good understanding of business principles, accounting, finance, human resources, marketing and economics.
* Good interpersonal skills including the ability to work with a variety of colleagues and at all levels of the organization.
* Effective verbal and written communication skills.
* Able to think independently and quickly resolve passenger issues.
* Good ability to prioritize and manage own workload and with limited supervision.
* Expertise in anticipating and responding to customer needs.
* Excellent ability to work quickly, accurately, and under pressure to meet deadlines.
* Take pride in providing excellent customer service.

**OBJECTIVE:**

To prove an asset to your esteemed organization utilizing my skills, experience and abilities and to grow along with the organization.

**WORK EXPERIENCE:**

* **Currently working Donatella restaurant as Assistant Restaurant Manager since August 2021 till date**
* Worked with **Club Area @37 Pune** **as Assistant Restaurant Manager since February 2021-July 2021**
* Worked with **Club Area @37 Pune** as **Senior Captain** since **November 2020- February 2021**
* Worked with **P&O CRUISES** as **Waiter** (FRWT)**.** Joined P&O CRUISESin **May 2004**.
* Worked as a **Crew Administrator** as a reliever from **Jan 2019 – April 2019**
* Worked with **Hotel Sun-N-Sand** as **Steward** from **September 2003 to March 2004.**

Hotel Sun-N-Sand is chain of Five Star Luxurious Business Hotels in India.

* Worked with **The Central Park Hotel** as **Steward** from **November 2002 till September 2003**.

 The Central Park Hotel is one of the best 4 star, boutique hotels in Pune.

**ROLES AND RESPONSIBILITIES :**

**AREA@37 (November 2020 -April 2020)**

Major Responsibilities:

* **Assigning appropriate job responsibilities to service staff.**
* **Responsible for solving guest grievances, staff issues and operational issues
Inducting, training and supervising staff and measure their performance.**
* Deliver superior service and maximize guest experience
Resolve customer complaints and escalations efficiently
Organize and supervise staff shifts Providing thorough menu and service training to staff .

**P&O Cruises (May 2004 -2020)**

Major Responsibilities:

* Ensure Passengers satisfaction by constantly thriving towards excellence.
* Ensure smooth functioning of day to day operations in the main dining restaurant and in buffet.
* Take orders for food from passengers and serve them as per cruise standards in a friendly, timely and efficient manner.
* Maintain high standards of hygiene and safety.
* Anticipate passenger needs, offer suggestions and ascertain satisfaction.
* Provide genuine hospitality and recognition, and promote Fine Dine Restaurants and products.
* Possess a high degree of product knowledge and relevant technical skills. Keep abreast of events in the Cruise.
* Display a high degree of Standard Awareness, promote teamwork, motivate staff and act as a role model.
* Work towards the goals of the company by ensuring proper standards, policies and procedures are met always.
* Display warmth, care and genuine enthusiasm when dealing with Passengers and internal customers.
* Taking proper care of Passengers who are on special dietary requirement.

**Hotel Sun-N-Sand (September 2003 to March 2004)**

**Major Responsibilities:**

* Provide genuine hospitality and recognition, and promote Hotels services and products.
* Anticipates guests needs, offers suggestions and ascertains satisfaction.
* Ensures that the procedures of opening and closing are followed properly.
* Take care of guests concerns and requests and act decisively to ensure guests’ satisfaction when glitches occur.

**ACADEMIC QUALIFICATION:**

|  |  |  |
| --- | --- | --- |
| **Year** | **College/University** | **Board** |
| 2002 | Bharati Vidyapeeth Deemed University Institute Of Hotel Management & Catering Technology, Pune  | 3 years Diploma course in Hotel Management  |
| 2002 | St. Vincent’s College of Commerce | 3 years’ Degree course in Bachelor of Commerce  |

**ACHIEVEMENT :**

* + - * + Awarded ‘**Best Employee of the Month’** at P&O Cruises**.**
				+ Have been a **Crew Club Chairman** for 5 contracts on various P&O Ships and have successfully carried out the responsibilities of a Chairman. This Role has given me the opportunity to coordinate well with the Ships’ Management and Crew.
				+ Awarded for scoring **highest marks** in **‘Organisational Commerce’** in St. Vincent’s College of Commerce**.**

**LANGUAGE KNOWN: :** English, Hindi, Marathi and basic French knowledge

**PERSONAL PROFILE:**

 **Name :** DOMINIC JOSEPH D’SOUZA

 **Date of Birth :** 27/01/1981

 **Gender :** Male

 **Hobbies :** Playing Football, Listening to Music,

 DJ’ing and Reading

 **Nationality :** Indian

 **Strengths :** Determinant, Honest, Innovative, Positive Attitude,

 Good Human Relation Skills.

**Passport Details** : J7827121 (valid Indian Passport)

**OTHER SKILLS:** Good Knowledge of MS OFFICE.

**REFERENCE:**

* **Mr. Anthony D’souza**

(Ex-Principal, Bharati Vidyapeeth Deemed University Institute Of Hotel Management & Catering Technology, Pune,

* **Mr Yogesh Nair ,**

Head waiter

P&O Cruises

Carnival House.

Southampton

United Kingdom.

* **Mr. Kevin Cunningham**

 General Manager

 Area @37

 Lullanagar

 Pune

* **Mr. Diego Pereira**

 (Food & Beverage Manager, The Central Park Hotel, Pune)

**DECLARATION:**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

 ***(DOMINIC JOSEPH D’SOUZA)***