
GIL DIMAYUGA



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OBJECTIVE

To seek a challenging and prestigious position in a company that will utilize my current customer service skills, allow me to explore my capability skills and sense of dedication towards my duties with an aim of seeing the progress of the organization.

PROFESSIONAL SUMMARY

Dedicated and enthusiastic professional with over ten long years' experience in hospitality industry. Experience in customer service mainly in Food and Beverage operations. Comfortable in interacting with all levels of the organization and public, consistently receive a positive feedback from the guest, manager and co-workers. Excellent in listening skills, oral and written communication. A team player who is attentive to detail and able to work in a fast paced environment. A quick learner with a desire for continuous personal growth.

EXPERIENCE

BARTENDER – POOL AND BEACH CLUB / FOUR SEASONS BAHRAIN

October 05, 2019 - up to present

WAITER / ALOFT PALM JUMEIRAH

November 26, 2018 – October 01, 2019

HEADWAITER / PEARL ROTANA ABU DHABI

July 09, 2018 – November 11, 2018

Understanding the operations, contributes to the development of departmental goals, Works effectively with colleagues, managers and guests from different backgrounds

CAPTAIN WAITER / ART ROTANA BAHRAIN

January 25, 2015 – July 8, 2018

Responsible to provide professional and customer focused service to our Guest, ensuring their stay will become a memorable experience.

SENIOR BAR WAITER / YAS ISLAND ROTANA /

August 2009 – May 2014

Acquire depth knowledge of the F&B menu of the assigned outlet in order to assist and provide advice to guest. Train and supervise the waiter/waitress assigned under during the operation and make sure that they perform according to the standard. Handle guests complaints and requests or if unable to do so, ensure that promptly reported to manager or head. Maintain training files of all the colleagues according to Learning and Development standard. Greet and seat Guests and serve them in a professional discreet and personalized way. Ensure the monthly inventory for operating equipment is executed. Breakages to be logged and forwarded

BAR WAITER / FUJAIRAH ROTANA RESORT

March 2007 – August 2009

Works (hands on) towards the timely set up of the assigned Food and Beverage outlet, according to the meal settings and in line with the opening hours. Handles the guest greeting upon arrival and their seating through the hostess. Communicates directly with guests i. e. present menus, helps with recommendations, receives orders, places orders and handles payments. Contributes to meet / maximize the monthly revenue budget for the respective outlet and understands to control the operational expenses. Attends regular training sessions in line with the departmental SOP's i.e guest care, product knowledge, grooming standards, up selling etc. Hands on towards timely set up of the F&B outlet according to the meal settings and in line with the opening hours. Works as per instructions from the immediate supervisor and as per duty shifts i.e. basic cleaning work, table setting etc.