**Cliffton Adrian Gregory**

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**Kingdom of Bahrain**

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**Objective**

**I am a passionate hotelier focusing on personalized service, entrepreneurial, creative, implementing market trends being result driven and standard oriented, on the other hand to pursue a highly challenging career in the hospitality sector in a leading extolled organization, using my experience to the maximum, achieving results and satisfying my superiors to the best with my ability by handling all responsibility given to me and also learning whatever comes my way in the process.**

**Personal Profile**

**Highly ambitious with very high goals, a great team player with excellent communication and guest service skills, hardworking, dedicated and always willing to put in that little more and go that extra mile**

**Date of Birth : 17th January 1982**

**Fathers' Name : Calvin Ernest Gregory**

**Passport Details : *L-2148257***

**Religion : Christian, Roman Catholic**

**Marital Status : Married**

**Languages Known : English, Hindi and Tamil**

**Hobbies : Extracurricular activities, sports and music**

**Qualifications**

**Educational : Higher Secondary School Leaving Certificate**

**St. John’s Matriculation Higher Secondary School,**

**Salem, 1996-1997**

**Technical : Diploma in Hotel Management**

**Chanakaya Institute of Hotel Management, Chennai, 1999-2000**

**Additional Credits**

**Certificate Course in Capacity of Service Providers, IHMCT, Govt of India**

**3 Months Industrial Training, DEE CEE Manor, Chennai, 1999**

**On The Job Training, Windsor Park, Chennai, 2000**

**Training on various wines and grape verities**

**Industrial Exposure**

***Presently Working at Atiram Premier Hotel Juffair , Bahrain , As a Outlet Manager From May 2018 To Till Date***

**Recruiting, training, supervising and appraising staff**

**Managing budgets**

**Maintaining statistical and financial records**

**Dealing with customer queries and complaints**

**Overseeing pricing and stock control**

**Maximizing profitability and setting/meeting sales targets, including motivating staff to do so**

**Ensuring compliance with health and safety legislation**

**Preparing promotional materials and displays**

***Worked as a Food & Beverage Supervisor at the Royal Golf Club from May 2017 to May 2018***

**Acting Outlets Manager for a period of time**

**Ran quarterly staff meetings and created and enforced SOPs for all outlets.**

**Created and managed schedules.**

**Prepared and delegated tasks based upon priority to team members.**

**Ensured proper preparation with existing items on menu and created new items for menus.**

***Worked as a Food & Beverage Supervisor at Gulf Hotels Bahrain from November 2014 till May 2017.***

**Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations.**

**To maximize revenue for the outlet, through innovative promotional activities, focused guest research, creativity and innovation and promotions and development of new products and service.**

**Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.**

**Operate in a manner that focuses on Team Work, consistent quality and standards.**

**To assets with the trainings of new employees**

**To monitor staffs daily on grooming, ensuring that staffs deliver the highest standards of service and SOP’s at all time**

**To ensure that all front of house fixtures and fittings are in fully working order**

**To act as a vital communication between staffs and Outlet Manager**

**To be responsible for the ordering &controlling of stock and ensure date rotation ( FIFO)**

**To be seen as a role model and will remain professional, organized, calm and approachable**

**At all time**

***Worked As a Food & Beverage Executive at Holiday Inn Salem (Tamil Nadu) From December 2012 to October 2014***

**Lead the Front of the House staff in training the following restaurant standards, wine service and customer service.**

**Maintain Restaurant inventory, cleanliness, food rotation and menu consistency.**

**Ensure proper maintenance, cleaning and operation of the outlet and service equipment.**

***Worked As a Retail Asst At African + Eastern The Wine Company, U.A.E (Dubai) From January 2009 to June 2012.***

**Ensuring Retail Outlet clean and tidy at all times**

**Knowledge of wines, spirits and beers and making sure all kept in place**

**Assisting the customers with trolleys**

**Knowing daily promotions**

**Keeping up with the brand standards**

***Worked as a service associate at Shangri-la’s Barr Al Jissah Resort and Spa, Sultanate of Oman, From December 2006 till September 2008.***

**Knowledge of table layout’s, checking all service stations and understanding of the menu to aid in up selling**

**Maintain discipline and encouraging team work**

**Willing to go out my way to make guests comfortable**

**To maintain high standards of service**

**Ensuring Food safety, quality and cleanliness / sanitation of stations, and service equipment’s**

***Worked as Trainee supervisor in Waleed Catering & Services Company Co LLC, Sultanate of Oman*, From *November 2005 till November-2006.***

**Job profile includes day to day supervision of operations, daily stock control., maintenance of files, training of staff, inventory.**

***Worked As Waiter and Banquets Captain from 2001 to 2005*, *Hotel L.R.N Excellency, Tamil Nadu, India***

**Involves Training & Motivation of Staff, Supervising day to day operations, Handling Guest complaints, Cost controlling & managing monthly calendar of events**

***Worked as Steward 1998-1999 at L.R.N.Excellency, Salem. Tamil Nadu India***

**Involved maintaining overall cleanliness of work area, daily inventory check of equipment, assisting the servers during operation**

**Reference**

**Mr. Sunuj Deen**

**Food & Beverage Manager**

**Gulf Hotels Group**

**Mobile: 009732 36777488**

**Mr. Krishna Kumar**

**Outlet Manager**

**Gulf Hotels Group**

**00973 33073950**

**I hereby state that the above information is true to my knowledge.**

**( Cliffton Gregory)**