



Joel Noronha

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Valid driving License in Bahrain.

Profile

Friendly and engaging team player and leader able to inspire staff to perform their best. Detail oriented and experienced guest service associate, passionate about food and beverages. A multi-tasker who excels at staff management with a track record of inspiring great customer service and customer satisfaction. Excellent talent to achieve sales goals. A master in the art of upselling.

Experience

FOH | SWITCH RESTAURANT | SEPTEMBER 2018 - PRESENT

- Providing excellent wait service to ensure satisfaction to guests, Food & beverage knowledge, sales, and health & safety standards.
- Taking customer orders and delivering food and beverages.
- Upselling techniques.
- Arrange table settings and maintain a tidy dining area.
- Have been working as an acting supervisor when required.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.

GUEST SERVICE ASSOCIATE | BOMBAY BAKING COMPANY & LOTUS CAFE, J W MARRIOTT | JULY 2017 – AUGUST 2018

- Exceptional customer service and building relationships.
- Asia's biggest coffee shop
- Daily huge operations in terms of Breakfast/Lunch/Dinner.
- Train new associates and provide them assistance in all possible ways.
- Ensure F&B cost of operation in maintained at the minimal.
- Ensure company standards of operation, sanitation and service deliveries are adhered.

- Ensuring the restaurant productivity and create measures to control outlet expenses.
- Liaison with sales department to pull in large bookings and group movement in the outlet.
- Managing day to day operations of the restaurant.
- Maintain facilities, equipment and losses to an absolute minimum.
- Reporting to supervisor and restaurant manager, keeping him in loop and advice him on the performance and condition of the department.

INDUSTRIAL TRAINEE at ITC MARATHA - for 6 months

Education

BACHELOR OF SCIENCE IN HOSPITALITY & TOURISM STUDIES | 2013 - 2016 | YASHWANTRAO CHAVAN OPEN UNIVERSITY, NASHIK, INDIA

F & B SERVICE COURSE (6 MONTHS) | 2014 | STATE BOARD OF VOCATIONAL EDUCATION | MUMBAI | INDIA

BAR TENDING & MIXOLOGY COURSE | 2014 | INDIAN INSTITUTE OF HOSPITALITY AND MANAGEMENT | MUMBAI | INDIA

HIGHER SECONDARY SCHOOL | 2013 | VIVA COLLEGE, MUMBAI, INDIA

SECONDARY SCHOOL | 2011 | ST AUGUSTINE ENGLISH HIGH SCHOOL, MUMBAI, INDIA

Skills & Abilities

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| • Commercial Awareness | • Fun and energetic |
| • Proficient with POS systems | • Team work skills |
| • Excellent interpersonal and communication skills | • Flexibility |
| • Problem solving skills | • Competitive performance |
| • Poised under pressure | |

Activities and Interests

Watching movies

Listening to songs

Travelling

Trying different cuisines at different restaurants

