

Profile



A dynamic, self-motivated and confident operation supervisor with a wealth of experience across the HR department and Hospitality arena within famous organizations. Current experience is at the well-known 'Little Flower Hospital and Research Center Angamaly' as HR Officer. Previous exposure to hospitality sector at Elite international (Bahrain), Hilton (UK) and at the Marriott (UK); possessing a UK MSC in Hospitality Management from Bournemouth University; able to train effective staff who carry out service excellence requirements and up-selling opportunities;

May,2016 – Current(7.3 years)

HR Officer

Little Flower Hospital and Research Center Angamaly

- Being an important team player to improve the HR quality as per NABH standards and done final quality indicator presentation for HR Department.
- Worked as a key player to make Job Description and Organogram for all employees.
- Convey the policies and rules to the employees
- Orientation training for newly joining staff.
- Track the daily attendance of the employees.
- Worked with Director board to create HR policies and procedure
- Implemented new performance evaluation system.
- Effective training session handling
- Conducted employee satisfaction survey and presentation
- Introduced new employee engagement programs
- New innovation based on the pandemic situation such as online training, Application collection, virtual Interview, written exam ect
- Conducted training for employees.
- Act as key player for disciplinary action against the accused.

Oct, 2014- Mar,2016

F&B Senior Captain

Elite Resort and Spa Bahrain

Worked as a Senior Captain on one of the leading 4-star group of hotels in Middle East, Elite Hospitality Group, Elite Resort and Spa offers an amazing service for its guest, breathtaking views and relaxing ambience.

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- Supervising team performance, providing effective feedback and additional training required; delivering efficient stock management to reduce wastage and drive profit margins
- Providing management across all areas throughout service including accurate management of all transactions, ensuring service excellence is delivered and that all sales opportunities are maximized.
- Effective problem handling. Excellent inter department co-ordination.
- Taking care of the food & beverage service equipment and order new if necessary.
- Implemented various methods in F&B department for cost control.

May 2013 – Mar 2014

F&B Supervisor

Hilton Hotels and Resorts Cobham London

Worked as a F&B supervisor at the **Hilton Hotels and Resorts Cobham London**, leading 5 star hotel down town of London zone 4, which comes under the Hilton hotels and resorts

- Daily responsibilities are give briefing to the team, explain the daily functions, make a plan, giving task to the team member, explain the SALT score, reporting the f and b manger, handling guest problems, giving hand over to the next shift leader and preparing the daily sheet for next day.
- Update the SALT score, prepare linen request form, attend F&B daily meeting, attend 10 o'clock meeting, give performance review to the team members, give 1 to 1 to the team members, amendment meeting with sales team, go for operational meeting on every Tuesday.
- Being a Duty manger once in a week, find the star of the week and best associate of the month
- Running conferences, dinner functions and key in charge for wedding breakfast, maintain ESS score (event satisfaction survey).

December 2011- May-2013

Team Leader

HighCliff Marriott Hotel and Resorts England

Worked as a conference and banqueting Team Leader and an Associate at the **Highcliff Marriott Hotel and Resorts England**, a leading 5-star hotel in a dramatic cliff top location, offers spectacular sea views.

- Work involves setting up of conferences and meeting rooms according to the BEO.
- Running conference and dinner for less than 100 people and supporting the

manager and supervisor for bigger functions.

- Training of new associates and staff.
- Set up the conference halls for wedding Breakfast.
- Solving the guest problem with in the responsibility and using empowerment.
- Service experience as a barman in 'Dorchester BAR', Harry's BAR (Function Bar) and 'High Cliff Lounge'(Main Bar).

March 2011- December 2011

C&B Associate

Highcliff Marriott Hotel and Resorts England

Apr10-Feb11

Waiter

So Hindi England

So Hindi famous Indian restaurant in Bournemouth with a large number of cover. Worked as part time service staff.

Oct08-Mar09

Trainee

Taj Malabar Cochin

Completed 6 month (**Oct08-Mar09**) industrial training at '**TAJ MALABAR**' in Cochin, Kerala, India (comes under the Taj group of Hotels and Resorts) a 5 star hotel with a stunning view of back water.

Education

2009 -11 :MSc in Tourism and Hospitality Management

Bournemouth University, awarded as the best tourism university in UK

- Course module include: Tourism Principles and Practice, International Hospitality Management, Operation Management, Business Strategies and Managing Organisation and dissertation about 'New role of information centres at Bournemouth'.

2006 – 09 :Bsc in Hotel Management and Catering Science

Naipunnya College, Calicut University, Kerala, India.

Place:

Date:

CYRIL TOMY