Anoop Varghese

F&B Service Steward

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Kochi, Kerala

SKILLS

- Table setup
- Order taking
- POS billing
- Buffet service
- Room service
- Beverage and wine service
- Upselling
- Banquet service

CORE SKILLS

- Guest service
- Menu knowledge
- Grooming standards
- Teamwork
- Hygiene practices

LANGUAGES

- Malayalam · Native
- English · Professional
- Hindi · Conversational

PERSONAL STATEMENT

F&B service steward with 2 years of experience in a business hotel coffee shop and a lakeside resort restaurant in Kerala. Trained in table setup, order taking on POS, wine and beverage service and room service, with consistently strong guest feedback and fluent Malayalam, English and Hindi.

WORK EXPERIENCE

Steward, All-Day Dining · Malabar Grand Hotels Pvt Ltd, Kochi — Jan 2025 – Present

- Serve 60 to 90 covers a shift across breakfast buffet, lunch and à la carte dinner in a 110-seat restaurant.
- Named in guest feedback forms 40+ times in 2025 and received the hotel's Employee of the Month award twice.
- Increased average beverage add-ons per table by suggesting fresh juices, mocktails and desserts, helping the outlet beat its monthly target 7 times.
- Take orders and settle bills on the POS, handling cash, card and UPI with zero shortages in monthly audits.

F&B Service Trainee · Backwater Bay Resort, Kumarakom, Kerala — Jun 2024 – Dec 2024

- Assisted with mise en place, table setup and buffet replenishment for a 70-cover multi-cuisine restaurant.
- Served room service and poolside orders, and supported 12 weddings and private dinners on the lawns.
- Learnt basic wine service, Kerala sadya service etiquette and allergen communication with the kitchen.

EDUCATION

Craft Certificate Course in Food and Beverage Service · Food Craft Institute, Kalamassery, Kerala — 2023 – 2024
Grade: 78%

Class XII (Kerala State Board) in Commerce · Government Higher Secondary School, Aluva, Aluva, Kerala — 2021 – 2023
Grade: 71%

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