



MEERAMOL THOMSON

Aviation and Hospitality

EXPERIENCE

- **F&B Captain | October 2022 to June 2024**
Wild Avenue Resort, Thekkady, Kerala, India
 - Supervised floor staff and ensured smooth service operations.
 - Welcomed guests, took orders, and recommended dishes.
 - Trained new staff on service protocols and hygiene standards
 - Managed table reservations and resolved guest complaints efficiently
 - Answering any questions about the ingredients of a dish on the menu
 - Presenting the final bill to guests for payment
 - Addressing any guest's complaints or requests.
 - Work with the kitchen team to deliver orders quickly and smoothly.
- **F&B Hostess | August 2020 to February 2021**
WGH Poetree, Thekkady, Kerala, India.
 - Greeting Guests.
 - Seating Guests and Providing Menus.
 - Managing Reservations and Waiting Lists.
 - Addressing Customer Queries.
 - Coordinating with Staff.
 - Monitoring Guest Satisfaction.
 - Maintaining Cleanliness
 - Handling Special Requests
- **One Month Internship | April 2019**
Thiruvananthapuram International Airport, Kerala, India.
- **One Month Internship | March 2019**
Crowne Plaza Kochi, Kerala, India.

EDUCATION

- **Diploma In Aviation and Hospitality Management**
ICMS international college, Kerala, India (2020)
- **Bachelor of Arts in English**
MG University, Kerala, India (2016 -2019)
- **Higher Secondary (Agriculture [Fruits & Vegetables])**
Board of VHSE, Govt of Kerala, India (2014-16)
- **SSLC**
Board of Public examination, Govt of Kerala, India (2014)

SKILLS & EXPERTIZE

Leadership	<div style="width: 80%;"></div>	Meet deadline	<div style="width: 90%;"></div>
Excellent communication	<div style="width: 85%;"></div>	Customer service	<div style="width: 95%;"></div>
Interpersonal skills	<div style="width: 75%;"></div>	Event management	<div style="width: 90%;"></div>
Adaptability	<div style="width: 65%;"></div>	Problem-solving	<div style="width: 95%;"></div>
Time-management skills	<div style="width: 80%;"></div>	Multitasking	<div style="width: 95%;"></div>
Attention to detail	<div style="width: 85%;"></div>	Collaboration and coordination	<div style="width: 95%;"></div>
Training and Mentorship	<div style="width: 70%;"></div>		

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Dubai,
United Arab Emirates.

ABOUT ME

Experienced and customer-focused Restaurant Captain with over 2+ years in the food and beverage industry. Skilled in team coordination, guest service, and maintaining high standards in hospitality. Proven ability to lead service teams efficiently in high-paced restaurant environments.

PERSONAL INFORMATION

Birth Date : July 11, 1998
Nationality : Indian
Gender : Female
Marital Status : Married
Visa Status : Spouse Visa

KEY SKILLS

Leadership, Communication, Problem-solving, Conflict Management and Customer Service

INTERESTS

- Travel and Exploration
- Singing
- Dancing
- Cooking
- Makeup
- Vlogging