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| **Nationality:** | Indian |
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| Objective | Accomplished Hospitality professional with 09 years of experience in Five Star Hotels with International chains. Very good situation handling and guest service skills. Experienced in complete operations of food and beverage (service and production), kitchen stewarding, budgeting and revenue forecasting of the department. Proficient in cost management and reducing operating cost through continuous provident of processes  My strength is to ensure that all stakeholders stay engaged. Keep myself open to learning new skill sets and being able to change and lead my team to change so that the team is always one step ahead. |
| Key Skills | Food and Beverage Service Operations, Training and Development and Guest Relations Management. |
| Summary of Skills and Experience | Hotel Management graduate with over 9 years of Rich experience in Food and Beverage Service Operations, Training and Development of the workforce with a premium hospitality company. Presently Working With **Raviz Center Point Hotel Dubai. (RP Group of Hotels)UAE** as a **BANQUET MANAGER,** Currently Heading the Department. Four Food and Beverage Outlets with the Banqueting facility. |
| Core competencies | **Operations:**   * Supervising operations for the unit to ensure high quality of operating standards. * Managing teams with varied cultural, lingual and professional backgrounds. Imparting appropriate in house training to the team so as to attain service excellence and teamwork.   **Client Servicing:**   * Ensuring customer satisfaction by achieving delivery of service quality norms. * Strategizing policies and procedures in the operating systems to achieve greater customer delight.   **Quality Assurance / Compliance:**   * Overseeing smooth and scheduled implementation of Brand Standards so as to minimize gaps in actual vs. required standards. |
| Education | 2003- 2007 : Four Years Degree (**Hotel Management** ) from DAVV University  2009 -2012 : Masters In Business Administration from Punjab technical  University Jalandhar Punjab |
| Professional Experience | * Banquet Manager : Raviz Center Point Hotel Dubai (Pre-Opening)UAE(R.P Group Of Hotels)   Nov 2014-Till Date.   * Assistant Manager Food & Beverage: Kempinski Ambience Hotel Delhi.   (Pre-Opening)  JUNE 2012- Nov 2014.   * Food and Beverage Executive:The Park Hotel   India.  Nov 2010 – 15 MAY 2012   * Team Leader Food &Beverage Service :The Leela Kempinski Hotel   India.  (pre-opening)  Sep 2008 – Nov 2010   * Senior Food and Beverage Assistant: Inter-Continental The Grand Hotel   New Delhi.  Nov 2007 – Aug 2008   * Food and Beverage Assistant: The Taj Ambassador Hotel   India.  Jan 2007 – Oct 2007  HACCP (PIC Level 3s) Certified by Dubai Municipality UAE. |
| Achievements | * Achieved an award of pre-opening shining gem in The Leela Kempinski Gurgaon. * **Awarded as the Best trainer of the department in 2009**. * Team achieved excellent performance in the Gallop Organization Survey. * Team achieved best percentage of departmental guest comments within the company. * Team achieved the highest %age in internal hygiene audits. * Achieved an award of pre-opening shining gem in the Kempinski Ambience Hotel Delhi. |
| Languages Known | English, Hindi, Regional (Read, Write and Speak). |
| Additional Skills | Computer Knowledge, Opera, Fidelio, WINHMS, Micros Etc. |
| Interests Activities | Cooking, listening to songs, traveling. |
| Personal Details | Date of birth: 30th June’ 1984  Sex: Male  Marital Status: Single  Height:                      5.10 ft.  Weight:                       59kgs |
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**Gulfjobseeker.com CV No: 1459482**