**AMBER**

**AMBER.331305@2freemail.com**

**Education**



**Diploma in Hotel Management and Catering Technology** Sep 2003 to Sep2006

NSHM School of Hotel Management (Division of NSHM Academy), Durgapur, India

**Secondary School Education** July 2000 to July 2003

Govt Ranbir College Sangrur, Punjab, India

**Primary School Education** July 1992 to July 2000

Army School Daulat Singh Marg Jhansi Cantt UP, India

**Employment History**



**Restaurant Manager** February 2010 until Present

**Moscow, Russia**

*Responsibilities***:**

* Managing and coordinating the restaurant’s operation during scheduled shifts;
* Oversee staff taking reservations, ensuring there is no conflict of bookings;
* Greeting guests as well as regularly checking upon the guests needs .
* Planning menus with the Head Chef as well as consulting with the Chefs regarding functions;
* Ensure proper surveillance of food and beverage supply units throughout the main dining

room as well as the adjacent smaller function rooms;

* Monitor all restaurant facilities and enforce optimal cleanliness and safety procedures;
* Maintain and record weekly inventory for all food and beverages;
* Oversee the purchase of goods per restaurant requirements;
* Analysis of management tools to update expenses and fix bi-weekly wages for Food & Beverage Department;
* Perform Human Resource Management including; maintenance of personnel records of working staff;
* Managing, train and supervise all staff members to ensure restaurant’s policies are satisfied.

**Deputy Restaurant Manager** August 2009- January 2010

**Ajanta Restaurant - Moscow, Russia**

*Responsibilities:*

* Organising promotional activities, such as special events and discount schemes;
* Analysis of restaurant sales and profitability;
* Preparing reports at the end of the shift/week, including staff control, food control and sales;
* Creating and executing plans for sales, profit and staff development;
* Working with senior management in the Setting budgets and KPI;
* Planning and coordinating menus;
* Coordinating the entire operation of the restaurant during scheduled shifts;
* Managing and organising staff such as providing feedback;
* Customer complaint resolution;
* Meeting and greeting customers, organising table reservations;
* Advising guests on food and wine selection;
* Recruiting, training and motivating staff;
* Maintaining high standards of quality control, hygiene, and health and safety;
* Checking, maintaining and ordering stock levels.

**Assistant Restaurant Manager** September 2008 until July 2009

**Baanthai Restaurant, Moscow, Russia**

**Website: http://www.baanthai.ru**

*Responsibilities:*

* Managing all areas of the operations during scheduled shifts, supporting the staff, interactions with guests, ensuring that the guest needs are the main focus while enforcing standards for personal performance;
* Assist staffing needs such as questions, conflict, ideas;
* Recruitment of staff;
* Supervising purchasing, storage, preparation, cooking, handling, and serving of all food and beverage products to ensure restaurant specification standards are met at all times;
* Providing support system for all areas of Food and Beverage outlets;
* Organising and direct training programs within the Food and Beverage outlets;
* Assisting in planning menus with Head Chef and Sous Chef;
* Maintaining high standards of quality control, hygiene, and health and safety.

**Assistant Manager** August 2007 until August 2008

**5 Spice Restaurant, Moscow, Russia**

**Website: http://www.5spice.ru**

*Responsibilities:*

* Assistant Manager at fine dining Chinese restaurant;
* Assist in review of menus;
* Ensure customer identification in order to ensure that they meet the minimum age requirement for alcoholic beverages;
* Check with customers to ensure that they are enjoying their meals and take appropriate action to correct any complaints or requests;
* Inform guest with daily special, present the menu to guests, and answer all their questions;
* Knowledge about posting and printing the bill checks / Micros POS system;
* Describe and recommends wines to customers;
* Ensure the highest level of customer service and customer satisfaction.

**Food and Beverage Manager** April 2006 until August 2007

**Taj Holliday Village, Goa, India**

**Website: https://vivanta.tajhotels.com/en-in/holiday-village-goa**

*Responsibilities:*

* Ensure the highest standard of service performance are implemented and maintained by staff members;

* Provide a high level of service to guests in all aspects of catering and ensure that guest satisfaction are met;
* Ensure attendance and adherence to schedules as directed by the Hotel Manager;
* Inspect, conduct all miscellaneous work required and ensures that all areas of responsibilities are kept up to the highest standard and regulations according to the desired task;
* Ensure that all areas of the restaurant are presentable;
* Perform related duties as requested and special projects as assigned by management.

**Languages**



English- fluent;

Hindi- Mother tongue;

Russian- fluent.