**RESUME **

**KULDEEP**

**Summary**

* Profile : Male, Married
* D.O.B : 28/02/1985
* Nationality : Indian
* Current Location : Dubai
* Current Position : Banquet Manager
* Company: Kings Ville Resort, Ludhiana (India.)
* Email : kuldeep.381643@2freemail.com
* Visa Status: Visitor (17April 2018 to 16 July 2018)

**Work Experience**

**Kingsville Resort Ludhiana, Punjab (India). Dec 2015 – March 2018**

Position – Sr. Captain in Catering

Responsible for all segments of a resort, including lodging, food & beverage management, housekeeping, coordinate and communicate with guest, listening to their needs and presenting ideas, dealing with suppliers, guest service in function, promotions staffing & budgets.

**Do & Co Events and Airline catering, London (UK). Jan 2013 – Sep 2015**

Position – Assistant Supervisor

Responsible for the daily efficient and effective management of catering department, including flight food preparation and packing for Emirates Airline, South Africa Airline, British Airline, China Airline & Etihad Airline, planning and supervising an organisation’s catering operation and staff.

Duties:

* Planning menus in consultation with chefs.
* Ensuring that health and safety regulations are strictly observed, recorded and archived.
* Monitoring the quality of the product and service provided.
* Ordering supplies of when required.
* Hiring, training, supervision and motivation permanent and temporary staff.
* Organising staff rotas.
* To organise staff to ensure the smooth operation of the unit in relation to food service, food safety, cleaning and till operation health safety

**Crown Plaza London the city hotel (Neway International Agency, London) April 2010 – Dec 2012**

Position – F&B Room Service Waiter

Responsible for overall operation for the restaurant, food and beverage managing staff, preserve excellent level of external and internal customer service, report on management regarding sales results and productivity, good service providing, coordinate logistics eg. Food, supplies needed and catering staff.

**Le Classic Hotel Ludhiana, Punjab (India) June 2007 – Oct 2010**

Position – Guest Relationship Executive

Attend to guests courteously and deal promptly with their requests and queries. Have detailed information about the hotel and city. Check on VIP guest movements, complete their pre-registration formalities. Allocate rooms to all arriving guests after checking the guest preferences. Collect guest feedback forms and do any possible first hand service recovery steps.

**Education**

MBA in International Management (University of Wales, UK) 2010 - 2012

Bachelor of commerce degree (Punjab University, India) 2004 – 2007

**IT Skills**

Diploma in Computer Applications and Accounts

**Personal Skills**

* Ability to develop strong personal relationship within the organizations in the target market technical skills
* Forward thinking and strong sales skills
* Excellent product knowledge and customer focused
* Good communicational skills
* Multicultural awareness and service quality

**Languages**

* English
* Hindi
* Punjabi

**Hobbies**

Traveling (I’ve been Switzerland, France, Belgium, German & United Kingdom), Listening Music & sports