**Bijender**

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Asst. Banquet Manager

I completed my degree in Hotel Management and Catering Technology and Tourism from A-IHM, in 2007-2010 (Affiliated to PTU University, Jhalender). The knowledge I have acquired over the course; I am putting myself into practice, with a complete professionalism and dedication. My total work experience is of more than seven years with the one of world’s best properties, Hotel Le Royal, Hotel Clark's Avadh, Country Inn & Suites By Radisson and now with The Pride Group of Hotels “Ultimate in Luxury Business and Corporate Conferences” as a “Food & Beverage Service Profession”.

 **Experience**

|  |  |  |  |
| --- | --- | --- | --- |
| **2016-12 -** | **Asst. Banquet Manager** | |  |
| **present** | *The Pride Hotel Nagpur* | |  |
|  |  |
|  | *Responsible for supervising daily operations of banquet area to ensure proper* | |  |
|  | *procedures and optimal level of service, quality, and hospitality. Plan and confirm* | |  |
|  | *all specific requirements and expectations concerning events.* | |  |
|  | • | Developed a strong service oriented professional banquet team of 25 people |  |
|  |  | through training and group feedback involvement |  |
|  | • | Maintain a 98% service score on Meeting Scope, a survey based monitoring |  |
|  |  | system. |  |
|  | • | Created a department training manual, standard operating procedures, and |  |
|  |  | cost control strategies. |  |
|  | • | Decreased beverage costs by 10% and labor costs by 15% |  |
|  | • | Exceeded projected budget by 12% |  |
|  | • | Introduced IDS and POS system procedures to improve internal operations |  |
|  | • | Organize and execute all catered functions. |  |
|  | • | Maintained & Updated daily & monthly reports |  |



|  |  |  |  |
| --- | --- | --- | --- |
| **2016-04 -** | **Asst. Banquet Manager** | |  |
| **2016-12** | *Country Inn & Suites By Radisson Bathinda* | |  |
|  |  |
|  | *Responsible for the management, supervision, scheduling and development of* | |  |
|  | *large service staff.* | |  |
|  | • Handled all executive, administrative, and operational functions, including | |  |
|  |  | but not limited to staffing, event materials and inventory planning, set up and |  |
|  |  | overall supervision and management of the success of planned events. |  |
|  | • | Managed five Captains, fiveteen full time Banquet servers and fifteen on call |  |
|  |  | servers |  |
|  | • | Created schedules for servers in accordance to the level of business. |  |
|  | • | Mediated interpersonal disputes. |  |
|  | • | Oversaw events varying in size from 2 - 2200 people. |  |
|  | • | Maintained high customer service and quality standards in all areas of |  |
|  |  | banquets. |  |

**2015-01 -** **F&B Executive**

|  |  |  |
| --- | --- | --- |
| **2016-04** | *Country Inn & Suites by Radisson Meerut* |  |
|  |  |
|  | *Work closely with sales department in planning and detailing and provide* |  |
|  | *recommendations for a successful event.* |  |
|  | • Managed employee schedules to ensure proper staffing of banquet events |  |
|  | from set-up to breakdown. |  |

 **Personal Info**

**Date of birth**

1988-01-01

 **Skills**

IDS

Opera

P & L, MIS Reports

Sales & Promotions

Self-Motivation

**2012-09 -**

**2015-01**

**2010-10 -**

**2012-09**

**2009-04 -**

**2009-09**

* Manage and train all banquet employees so that they adhere to Hotel Standard.
* Execute events upwards of 1000 guests in a fast paced banquet facility.
* Maintained and updated daily and monthly reports.
* Detailed oriented and the ability to resolve issues under limited time constraints and to provide a high standard of customer service for guest satisfaction.

**F&B Executive**

*Clarks Avadh, Lucknow*

**F&B Steward and Captain**

*Hotel Le Royal*

**Industrial Training**

*Centaur Hotel – New Delhi*

 **Education**

**2010** **B.Sc. In Hotel Management: Hotel and operations**

Agra Institute of Hotel Management – Agra-UP

 **Additional Activities**

**2013** **Employee of the month**