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| **CURRICULUM VITAE** C:\Users\jkdcomputer\Downloads\WhatsApp Image 2021-07-15 at 15.18.31.jpeg  **Sandeep Upadhyay** |
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| **Looking for managerial assignments with a Reputed Organization** |

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| AREAS OF EXPERTISE |
| **Operations:**   * Developing and implementing procedures, working on cost controlling ensuring revenue optimization for the organization and maintaining the highest standards of hygiene and quality standards. * Streamlining processes and coaching the staff regularly to adhere to the set guideline.   **Food and Beverage Management:**   * Impart appropriate training on Food Presentation, Service Excellence and Teamwork, Cost control, Customer delight to the restaurant and support service staff.   **Client Relationship Management:**   * Ensuring high-quality services, resulting in customer delight and optimum resource utilization for maximum service quality. * Ensuring maximum customer satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly.   **Vendor Management:**   * Managing Operation related Vendor and ensuring the highest standards are to be achieved in all the services and procurement.   **People Management/Training:**   * Imparting appropriate training on Service Excellence and Teamwork to restaurant and support service staff. * Assigned Trainer of the department to train the Staff at the Associate and Executive level from all Outlets. * Departmental trainees are getting trained with their basic academic qualification and as per Outlet requirement. * Training to the staff over operating machines and POS. * Training of Outlet Food and Bar Menu. * Training over Handling the CGHS and Liquor inventory. * Training over Monthly Training Calendar. |

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| WORK EXPERIENCE |
| **1st September 2021 onwards working with Jingalala Resort at Gurugram as Resort Manager.**  **January 2020 onwards Working with International skills academy as faculty of F&B Service and F&B Management.**  **3rd June 2019 - 24th November 2020 - Restaurant Manager at The Umrao NH 8, Samalkha, New Delhi.**  **1st October 2016 – 4th April 2019 - Assistant Manager at Lemon Tree Premier, Aero city New Delhi.**  **1st March 2013 – 30th September 2016 – Guest Service Executive at Lemon Tree Premier, Aero city New Delhi.**  **15th October 2012 – 28th February 2013 - Guest Service Associate at Lemon Tree Vembanad Lake Resort, Alleppey.**  **1st September 2010 – 14th October 2012 - Guest Service Associate at Lemon Tree Hotel, Ulsoor Lake, Bangalore.**  **1st July 2009 – 31st August 2010 – Guest Service Associate at Golden Palm Hotel & Spa, Bangalore.**  **16th August 2008 -- 15th January 2009 – Industrial Training at Sovereign the heritage Hotel Bangalore.** **Duties & Responsibilities:-**   * Revenue Budgeting * Guest feedback Management * Restaurant Management * DashBoard management. * Responsible for making reservations and coordinating with guests for resolving their concerns/ needs. Co-ordinate with operating staff * Preparation & monitoring of Food & Beverage budgets and responsible for sales, costs and inventory control. * Handling operational functions like pre-shifts staff briefings, creating the duty roster, shift management. * Organizing and conducting practical and theoretical training programs, to enhance skills and motivational levels. * Taking booking for the events & making menu on different occasion * Area Planning and Modification as per Guest requirement. * Decide price of packages * Arranging the theme events * Taking care of guest complaints and handle the situation diplomatically. * Supervising the operations. * Ensuring maximum client satisfaction and understanding their requirement. * Taking pre-shift briefing and making the duty roster * Imparting appropriate training on service excellence and teamwork to restaurant and support service Staff * Taking care of Bar inventory * Working as Diplomatic Manager * Day End Operation Reports * Month End Operation Reports * Outlet Promotion on Online Channels. * Revenue Generation Idea Implementation. * Day to day observation on Restaurant Ranking. |
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| **TRAINING PROGRAMS** |

* I have done Industrial Training for six months as Industrial Training during the tenure of my Hotel Management Course from Sovereign The Heritage Hotel.

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| **ACADEMIC CREDENTIALS** |

* Done Bachelor of **BBA-HM** from Sam Hissing bottom Institute of Allahabad University in the year 2011.
* Done 01 years **diploma in Hotel Management** from Bhabha Institute of Management Science year 2008.
* Did schooling from Allahabad Board (U.P.) in the year 2007.
* Did **Indian Sign Language** short course at Lemon tree Premier Hotel.
* Did certificate course of **French Language** from Alliance Frances.
* Did Certificate course of **Basic Computer** from IIHT Bangalore.
* Did **Fire fighting training** Course at LTP Ulsoor Lake Bangalore.
* SSDP (**Supervisor Skill Development Program**)
* TTT (**Trained The Trainer**) Program.

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| **STRENGTH** |

* An expressive mind with the ability to think clearly and logically.
* Ability to work accurately and pays attention to details.
* Excellent spoken and written communication skills, problem-solving, and leadership skills.

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| **PERSONAL DETAILS** |
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D.O.B- 09th June 1990