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**Achin Agarwal**

**D.O.B 07/05/1986**

**Father Name Mr.Arun Agarwal**

**Address EA-51, Maya Enclave, Hari Nagar, New Delhi, IN**

**Martial Status Unmarried**

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**ABOUT**

With 9+ years of experience at managerial position in hospitality industry, I have gained multiple skills ranging from revenue management, client handling, team management and business development. I have been regularly recognized for my commitment to deliver high quality work across job roles.

As a further step in my career, I am seeking to obtain similar position of responsibility to manage departments in industries where execution of workflows can utilize my knowledge built in past years.

**WORK EXPERIENCE 9+ years**

**Hotel Chanson Grand Westend Front Office & Hotel Operations Feb’19- Present**

* Responsible to check daily arrivals and departures at the hotel and tally with the room position as per records
* Supervised day-in day-out process of check-in and check-out procedure for exclusive groups and individuals
* Co-ordinate with housekeeping, store and F& B departments for investigating room discrepancies
* Monitored delegate arrivals from Indian Government and Foreign dignitaries with nil grievances
* Ensured100% SOP (Standard Operating Procedures) and C-form compliance with all stakeholders in the hotel
* Coordinates the set-up of restaurants and lounge areas in accordance with brand standards of F&B

**Hotel Vivir, Noida, Property Manager – Hotel Operations Feb’18-Feb’19**

* Managed all booking set from online portals such as Make My Trip, Goibibo, Expedia, Agoda and Clear trip
* Responsible for handling the corporate clients from MNCs in their check-in and check-out process
* Resolved guest problems with 90% satisfaction as per protocol, increasing overall promoter score by 25%
* Ensured services and payments are provided on time by all departments to the external vendors of hotel
* Monitored Hotel inventory and assisted seniors for achieving room revenue goals with 75% utilization
* Regularly interacted with customers to obtain feedback on product quality and service levels

**Jain Banquets –(Unit of G.S auto) Manager Operations –Front Office & F&B Oct’11- Aug’17**

* Operated the facility with 25% profitability minimizing the SG&A cost by collaborating with vendors
* Conceptualized operating procedures for revenue and cost control to maximize returns
* Executed250+ events successfully with effective turnaround time among each with seamless experience
* Responsible for briefing staff and checking the banquet set-up before each event with optimal inventory
* Implemented correct sequence of services and task outlined by the SOP with reference to established policies
* Customized deliverables pertaining to the wedding, corporate and daily events, fulfilling maximum needs
* Coordinated food menus, resourcing and specifications sheets for implementation of all event
* Maintained in-depth records for all planned and completed parties as directed by audit standards

**Sky Gourmet Flight Catering Trainee Team Leader (Operations) Oct’10-Sep’11**

* Coordinated with airport authorities at both domestic and international Delhi terminals in securing permits
* Validated documents required for entry and exit of catering resources with pilot crew inside aircraft
* Responsible for delivering the service on time with 0 delays after checking the flight schedule regularly
* Supervised the operation of catering trucks to ensure they reach and load-up the aircraft on schedule
* Transported food tables and other inventory needed to serve food and beverage services on flights
* Ensured all catering vans move smoothly with95% efficiency of delivering goods in out the ware

**INDUSTRIAL TRAINING 6 months**

**Hotel City Park, Delhi Oct’08 - Mar’09**

* Assisted in the preparation and updates of the departmental operations manual
* Followed daily works from Guest Service Officer & Team Leader – Front Desk
* Responsible in executing kitchen functions according to the set standard procedures in the restaurant
* Coordinates the set-up of restaurants and lounge areas in accordance with brand standards-F&B

**EDUCATIONAL BACKGROUND**

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| --- | --- | --- | --- |
| **Year** | **Degree/Examination** | **Board/University** | **Grade** |
| 2009 | Diploma in Hotel Management | Punjab Technical University | Second Division |
| 2006 | Diploma in PC Hardware and Networking | ECIT (A Govt of India Enterprise) | A grade |
| 2005 | Class XII | Tagore School, Delhi (CBSE) | Second Division |
| 2003 | Class X | Adarsh Public School, Delhi (CBSE) | Second Division |

**SKILLS & CERTIFICATIONS**

* Awarded certificate for “Best employee” for a well-groomed personality and meeting customer expectations
* 1 month International experience at Taksim Garden, Guangzhou, China responsible as floor manager
* Successfully completed 1-month foundation course in yoga from Moraji Desai National Institute of Yoga
* Basic knowledge of Data entry, MS-Excel, MS PPT and MS Word
* Having an experience of an year in production department as a Chef with Branded Restaurant NEWSCAFE

DECLARATION:

I hereby declare that the above-mentioned information is true to the best of my knowledge

Place :…………….. Signature:

Date : ……………… ACHIN AGARWAL