**CURRICULUM VITAE**

**HARSH KUMAR**

Kenduwa Kalan Po Dadpur Ps Chouparan Hazaribagh (Jharkhand)

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Mobile: 9135565517

**AREA OF INTEREST** :- **HOTEL & RESTAURANT, ANY TYPES OF GUEST HOUSE, CANTEENS, GARDON, BANQUET PARTIES, , CAFÉ, ETC.**

## **OBJECTIVE:-**

To utilize my analytical and decision making skills towards a challenging career of management and sharing my knowledge with others while constantly striving to learn and improve.

## **PROFESSIONAL QUALIFICATION**:-

* B. Sc. In PCM. From Vinoba Bhave Univerrsity (Hazaribagh)
* Diploma in Hospitality Management from dy patil Collage New Mumbai Sec 15( Mahrastra)

## **ACADEMIC QUALIFICATION**:-

* Higher Secondary from Jharkhand Board Ranchi. (First Division).
* High School from Jharkhand Board Ranchi. (Second( Division).

## **SOFTWARE SKILL SETS:-**

* Operating System: Window
* Package: MS Word, Ms Excel & MS PowerPoint.
* Other: Basic knowledge of internet.

## **TRAINING:-**

* 6 Month I.T. (Industrial Traning ) From ITC Welcome Hotel (Bangalore) (1st Jan.2019 To 10th June 2019)
* 5 Month J.T.(Job Traning) From Devika Beach Resort (Daman) 1st Julay2019 To 10dec.2019

## **PRESENT EMPLOYMENT:-**

* As of Now I’m working in Bellevue Sarover Premium Junagadh (Gujrat) as a Sr (Caption )(20th jan2023)
* Worked in Hotel Lords in Jamnagar (Gujrat) as a Captain 5th feb 2022 To 10th jan2023)
* Worked in Hotel Phoenix Resort Rajkot (gujrat)( 15th feb 2021To 1st feb2022)
* Worked in Bellevue Sarover Portico Junagadh (Gujrat)(5th jan .2020to 1st jan 2021)

## **PERSONAL STRENTH / WORK RESPOSIBILITIES:-**

* Coordinate daily Front of the House and Back of the House restaurant operations.
* Deliver superior service and maximize customer satisfaction.
* Respond efficiently and accurately to customer complaints.
* Regularly review product quality and research new vendors.
* Organize and supervise shifts.
* Appraise staff performance and provide feedback to improve productivity.
* Estimate future needs for goods, kitchen utensils and cleaning products.
* Ensure compliance with sanitation and safety regulations.
* Manage restaurant’s good image and suggest ways to improve it.
* Create detailed reports on weekly, monthly and annual revenues and expenses.
* Always greet and welcome guests promptly in a warm and friendly manner.
* Always thank and give fond farewell to guests conveying anticipation for their next visit.
* Assist guest with table [reservation](https://setupmyhotel.com/homepage/hotel-management-glossary/reservation.html).
* Assist guest while seating.
* Ensure guest is serviced within specified time.
* Has a good knowledge of [menu](https://setupmyhotel.com/homepage/hotel-management-glossary/menu.html) and presentation standards.
* Speak with guests and staff using clear and professional language, and answer phone calls using [appropriate telephone etiquette](https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/front-office-sop/186-sop-telephone-etiquette-in-hotels.html).
* Able to answer any questions regarding menu and assist with menu selections.
* Able to anticipate any unexpected guest need and reacts promptly and tactfully.
* Always applies service techniques correctly at all times, and serving Food & Beverage items with enthusiasm.
* Serve food [courses](https://setupmyhotel.com/homepage/hotel-management-glossary/course.html) and beverages to guests.
* [Set](https://setupmyhotel.com/homepage/hotel-management-glossary/set.html) tables according to type of event and service standards.
* Record [transaction](https://setupmyhotel.com/homepage/hotel-management-glossary/transaction.html) / orders in Point of Sales systems at the time of order.
* [Communicate](https://setupmyhotel.com/homepage/hotel-management-glossary/communicate.html) with the kitchen regarding any menu questions, the length of wait and product availability.
* Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
* Check with guests to ensure satisfaction with each food course and beverages.

## **PERSONAL INFORMATION:-**

* Father’s Name : Mr. Anand Singh
* Date of Birth : 20-10-2001
* Language Known : English, Hindi
* Hobbies : Playing Football
* Nationality : Indian
* Permanent Address : Kenduwa Kalan Po Dadpur Ps Chouparan Hazaribagh Jharkhand .

## **DECLARATION:-**

I hereby declare that the statements mentioned above are true to the best of my knowledge and belief.

Date: Place: HARSH KUMAR