



## LOKESH SINGH

### Project Catering Manager

Detail-oriented and innovative management professional with solid hospitality industry expertise in Banquet, Bar and restaurant management operations in high-pressure environment. Proven ability to learn quickly, assess problem and initiate corrective action and possessing a passion for delivering quality customer service with good track record of maximizing profits and lowering staff turnover. Seek a challenging and varied position that will enable me to capitalize on my management experience with opportunities for personal and professional growth.

#### PROFESSIONAL EXPERIENCE

**PROJECT CATERING MANAGER (June 2021 to Ongoing)**  
**Qatar Petroleum Co. Shaqab Abela Mesaieed QATAR.**

##### DUTIES & RESPONSIBILITIES:

Responsible for the project catering planning as per contract management, mobilization, operational delivery, demobilization of catering services and during the planning phase, also responsible for managing one or more catering contracts across multiple venues.

- Lead team of FOH, BOH, drivers and admin catering assistance
- Responsible for running the day to day catering operations and service in the company
- Monitoring the quality of the food and service and making sure that the operation of the venue performs well
- Making sure the items are in good quality, within a budget and maintaining high standards of hygiene and customer satisfaction
- Planning menus as per client request in consultation with head chef
- Actively seek and identify opportunity and innovation for business growth and development with focus on latest food trends and best practice
- Ordering and monitoring supplies
- Hiring, training, supervising and motivating whole team.
- Ensuring that health and safety regulations are strictly observed and archived
- Monitoring the quality of the product and service providing
- Keeping to budget and maintaining financial and administrative records

##### RESPONSIBLE BUSINESS:

- Provides services that are above and beyond for Guests satisfaction and problem resolution.
- Develops service by communicating and supporting the team to understand guest needs, providing guidance, feedback, and individual coaching if required.
- Reviews Guest feedback system and guest satisfaction with the team and provide suitable corrective action is taken.
- Empowers and support the team to provide excellent customer service.

##### HUMAN RESOURCE RESPONSIBILITY:

- Assist in planning for future staffing needs
- Prepare and administer detailed induction program for new staff
- Assist in maintaining a comprehensive, current and guest focused set of departmental standards and procedures and oversee their implementation
- Conduct probation and formal performance appraisal discussions in line with company guidelines
- Coach, counsel and discipline staff, providing constructive feedback to enhance performance
- Regularly communicate with staff and maintain good relations

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#### EDUCATION

B.Sc. In Hospitality and Hotel  
Administration from IGNOU jaipur  
Rajasthan, 2009-2012

Hotel Management from IHMCTAN,  
jaipur Rajasthan 2009-2012

Sr. Sec. School Shalimar Bagh Delhi  
with comm. Stream 2009

#### ACHIEVMENTS

Successfully mobilized **Qatar Petroleum Catering project of more than 2500 pax meals per day including a restaurant and VVIP lounge.**

Successfully open the **Double Tree by Hilton Resort & Spa Marjan Island, Ras Al Khaimah** as part of the pre-opening team.

Successfully opened the Pool bar and Arabic shisha & cocktail lounge in absence of the Bar- manager.

Recognition for outstanding & special contribution to doubletree by Hilton resort & spa marjan island

#### PROFESSIONAL SKILLS

Financial Budget & P&L

Operation Monitoring

Quality control analysis

Complex Problem Solving

Time Management

Active Listening

Judgment & Decision Making

**BANQUET & EVENTS SERVICE MANAGER (Nov 2018 to July 2020)**  
**InterContinental Hotel, Dubai festival City, UAE.**

Responsible for Meeting facilities in 4250sqm of Event Center, featuring two levels of function space that can be divided into 19 breakout rooms, making it flexible to have VIP board meeting or a convention for 1400 guest. Also Outdoor Festival Arena includes 6500sqm of space for concerts & corporate events which can accommodate 3500 guests also lead a team of 41 Colleagues also sharing leadership skills with 4 Supervisor, 5 captain and rest of line champions.

**DUTIES & RESPONSIBILITIES:**

- Ensure the timely set up of all Events' venues according to the service settings and as outlined in BEO's.
- Ensure the team is lead in a daily briefing, all duties are scheduled well before the event and sufficient work force is scheduled from contractors well in advance.
- Ensure to have full control on the weekly and monthly BEO forecast meetings with sales and kitchen team.
- Control the usage of food and beverage items and appropriate usage of banquet equipment, tools and service equipment while ensuring its correct and safe usage
- Develop, implement and continually review the policies, procedures, and SOP's and control their consistent application.
- Accomplish a set of administrative duties such as representing, leading, attending meetings, establishing required reports

**BEVERAGE INCHARGE (Nov 2016 to Nov 2018)**

**Rixos Bab al Bahr Marjan Island, Ras Al Khaimah, UAE.**

Responsible of 7 different theme bars including night club, lobby lounge, cigar bar and pool bar, an open bar outlet with 45 staff including 4 Leader, 7 bartender, 2 barista and line staff.

**DUTIES & RESPONSIBILITIES:**

- Establish and maintain good relationships with guests and handle complaints, requests and enquiries.
- Maintain low wastage levels through good stock management and rotation, accurate recording, training and active monitoring.
- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met
- Run bar shifts, assisting and guiding supervisor, captains and staff to deal with issues and complaints and ensuring members' and guests' experiences exceed expectations.
- To analyze daily/weekly/monthly beverage sales identifying opportunities for increasing profitability and maximizing revenue.
- Conduct briefings and training to ensure that staff have strong product knowledge and are able to do UPSELLING and deliver service to the standards required
- Control inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel.
- Time to time additional tasks assigned by f&b managers.

**F&B SUPERVISOR/ BEVERAGE INCHARGE (May 2015 to Nov 2016)**

Double tree by Hilton resort & spa Marjan island Ras al khaimah UAE. (Double tree by Hilton resort & spa is a 725 Rooms property and was awarded for Best luxury resort & 2<sup>nd</sup> rank on trip adviser in Ras al khaimah, 2015)

- Responsible for the beverage operation of ADD, POOL BAR and LOBBY LOUNGE.

**F&B BARTENDER (Pre-Opening Team Dec 2013 to May 2015)**

Double tree by Hilton resort & spa Marjan island Ras al khaimah UAE.

**BARTENDER (Nov 2012 to Dec 2013)**

Crowne plaza Rohini New Delhi India, (Its a 183 Rooms Business hotel Awarded with India's leading conference hotel by world travel awards)

**BAR WAITER (June 2021 to Nov. 2021)**

(TGIF it's a Restaurant & Bar chain of CARLSON Group serving Mexican and American cuisines)

**DECLARATION:**

I hereby declare that all above furnished details are true, correct and best of my knowledge and belief.

(Lokesh Singh)

**COMPUTER SKILLS**

Micros POS

Delphi Software

Microsoft Office, 365

Internet Browsing

**TRAINING & SKILLS**

IHG & Hilton, Worldwide basic food hygiene Training.

Attended **WINES OF WORLD**

**TASTING** workshop in Hilton hotel

Cross Training in **FINANCE** for **F&B Cost Control**.

MEDIC First Aid International Training.

Menu Engineering .

Lobster Ink training for F&B

**INDUSTRIAL TRAINING**

Underwent six months of extensive rotational training in all major departments at **Le Meridian Jaipur (Starwood)** during June-November 2010