

## **NARENDRA SINGH**

Vill-Saloh, Tehsil-Bhatiyat  
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### **Objective:**

Passionate hospitality personnel. Would like to be a multitasked professional.  
So aspire to work with an organization that helps me to contribute to the growth of the organization and also help me to grow individually.

### **Educational Background**

Highest Level: Degree (B.H.M.)

Field Study: Hotel and Tourism Management

Location: Visakhapatnam (India)

Degree Year: 2011-2014

Institution: Sun International Institute of Hotel Management  
(Bhartiyyar University)

### **Employment History**

#### **JW Marriott, Aerocity New Delhi**

Title : Assistant Banquet Manager

Date of Joining: 1<sup>st</sup> October 2019 – 15<sup>th</sup> June 2020 x Supervise the banquet operations in absence of Banquet Manager.

- x Assist Banquet Manager in setting departmental strategies and goals to achieve operational targets.
- x Record working hours of each staff and process weekly payroll.
- x Ensure all food and beverages are set up and served as per company standards x Coordinate and manage all activities pertaining to food service operations x Maintain inventory of food materials, equipment, linens and paper supplies to avoid any shortages
- x Adhere to health, safety and sanitation guidelines. x Organize and execute banquet events to ensure customer satisfaction. x Provide outstanding

customer service for repeat business and profitability. x Design innovative floor plans and creative buffet presentation. x Address customer needs and requests in a timely manner.  
x Adhere to budgetary guidelines and control expenses accordingly.

**JW Marriott, Aerocity New Delhi**

Title : Food and Beverage Executive  
Date of Joining: 1<sup>st</sup> April 2017 – 31<sup>st</sup> September 2019

- x To provide the technical and behavioral training within the Food & Beverage department.
- x To monitor departmental expenses and implement changes in order to increase overall profitability of the department
- x To assist the Banquet Manager in planning and implementing the departmental budget.
- x To keep a regular check on the Financial Statement of the department and take necessary actions in order to meet the budgets.
- x To overlook the inventory process of departmental assets as well as the legal alcoholic beverage inventory process and keep a proper check to avoid any discrepancies.
- x To supervise the workflow of the Banquets department in order to maintain organizational standards and maximize guest satisfaction.
- x To be accountable for the discipline, personal grooming, motivation and overall well-being of the food and beverage team. x To address guest complaints and act on them.
- x Work with the Banquet Manager on new ways for revenue generation and repeat clientele.

**JW Marriott, Aerocity New Delhi**

Title : Guest Service Associate  
Date of Joining : September 2014 - 31<sup>st</sup> March 2017

- x Ensure compliance with service standards according to the guidelines established by the organization.
- x Ensure availability, proper handling, storage and effective control.

- x To serve food & beverage to the guest on time & with garnish and accompaniment according to the company standards.
- x To be aware of hotel services and facilities and to advise guests wherever appropriate.
- x Responsible to take the orders for Food and Beverage  
Following the standards set by the company x Responsible for setup and the operating the Bar during the events.
- x Responsible for up keeping the all beverage store and maintaining the inventory.
- x Ensure guest satisfaction through personalized, efficient service. Is responsible that all customers leave satisfied.
- x Be aware of events and operations in the food & beverage department.
- x Ensures that personal grooming, hygiene, and appearance are in line with the department's standards. x Maintain facilities and equipment in perfect condition and follow procedures to keep breakages and losses to an absolute minimum. x Responsible that all guest complaints or requests are handled quickly and fairly. Reports are prepared and reported to the Executive / Banquet Manager before shift end.
- x Resolve any guest issues to their entire satisfaction swiftly x Utilizing the empowerment training received.

### **Industrial Training:**

Company Name: Courtyard by Marriott Pune Hinjewadi  
 Title: Industrial Training  
 Date of Joining: 20<sup>th</sup> Nov 2013 to 1<sup>th</sup> April 2014

### **Achievements:**

Won Medals in Region Level in Kho-Kho  
 Silver Medal in Adampur  
 Bronze Medal in Jammu

### **Computer Skills:**

MS Office, Word, Excel, Efficient in handling MICROS

### **Strengths:**

x Hardworking x Dynamic  
Team Player  
x Creative  
x Self Confidence

Date: -

Place: - New Delhi

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