**NISHANT KUMAR**

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**PATNA, BIHAR**

**Mobile: +917903174097 Email** : [nishanthyatt2013@gmail.com](mailto:nishanthyatt2013@gmail.com)



**To be a part of an organization which allows me to explore and bring out the talents inherent in me and helps me to learn a lot in the process. Prefer to make a markable difference in the success of that organization.**

**9 years experience in the 5\* Hotel.**

**PROFESSIONAL COMPETIENCE**

Skilled and dedicated form more than Nine years. Involved in full measure in coordinating, planning, and supporting daily operational and administrative and primarily hotel sales functions.

* Experience in direct sales of liquors & liqueurs as well wines in coffee shop.
* Extensive practical hands on experience as a Guest satisfaction and service.
* Motivated and enthusiastic about developing good relations with guests.
* Effective working alone or as a cooperative team member.
* Professional in appearance and presentation. In charge of getting the professional service from waiter to guest.
* Maintain the standard of organization up to the limit.
* Making promotional event training and ensure targets are achieved.
* Addressing inquiries of current guest, make them comfort in all ways. Maintain their database to get them back.[make their fav. drink as they like]
* Connected customers to support new promotional events, make the event according to the fast moving as well nonmoving beverages.
* Increased the sales potential by guest choice of food and beverages.
* Achieved 90% of the given targets in the goal sheet.
* Consistently offer professional, friendly and engaging service.
* To train staff to provide high standards of service and increase their personal knowledge.
* To set an example of good grooming, punctuality, friendliness and knowledge.
* To perform paperwork whenever its required.
* To deal with client concerns and complaints fairly and immediately.
* To assist the F&B Manager in the completion of ordering, scheduling and reports as necessary.
* Follow outlet policies, procedures and service standards.
* To supervise all staff members in their duties and encourage or reprimand as necessary.
* To make the duty roaster of staffs.
* Responsible for business performance of the Restaurant, room service &Bar.
* Responsible to create and executeplans for department sales,profit and staff development.
* Responsible to train, manage and motivate staffs.
* Responsible for customer quires and complaints.
* Responsible for Hygiene and Health and safety.

**TECHNICAL SKILLS**

* Leadership skill.
* Customer handling skill.
* Organizational skill.
* Well versed in windows MICROS software and IDS.
* Well versed in MS-office.

**CAREER PROFILE**

* **THE PARK HOTELS PVT LTD Chennai.**From June 2011 to May 2013.

**TRAINEE CAPTAIN**

**Product: 601 (coffee shop), Bar & Banquet.**

* **HYATT REGENCY CHENNAI**.From July 2013 to March 2015.

**WAITER.**

**Product: In Room Dinning and STIX (Chinese restaurant) and Lobby Lounge & Banquet.**

* **PARK HYATT CHENNAI.**From April 2015 to May 2016

**TEAM LEADER**

**Product: The Flying Elephant (Bar cum Multicuisine specialty Restaurant)**

* **Feathers A Radha Hotel.**From August 2016 to November 2018.

**EXECUTIVE**

**Product: Waterside (Multicuisine restaurant) & Room Service.**

* **Clarks Inn Group of hotels, Bhowali .**From November 2018 to Aug’ 2019

**Assistant Manager**

**Product: Coffee shop, Room service &Banquet.**

* **Sterling Holidays Resort LTD. Kodaikanal.** From Aug’ 2019 to till now

**Restaurant Manager**

**Product: The valley view (coffee shop), IRD, Rest o’ Bar & Banquet.**

**EDUCATIONAL QUALIFICATION**

* **COMPLETED 3years B.Sc DEGREE IN HOSPITALITY AND HOTEL ADMINISTRATION FROM IHM GUWAHATI (NCHMCT)**
* **PURSUING Distance MBA in HR & Financial management from SWAMI VIVEKANAND SUBHARTI UNIVERSITY.**

**PERSONAL PROFILE**

Father’s Name: MR. Anil Kumar Dwivedi

Date of Birth: 8 Feb. 1991

Sex: Male

Marital Status: Married

Nationality: Indian

Languages Known: English, Hindi,

Hobbies: Cooking food & Interacting with new people

**I do hereby declare that all the above information’s are true to the best of my knowledge.**

**NISHANT KUMAR**