

SUNPRAKASH BAGHEL
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Intend to work in a competitive environment while sharing ideas with able guidance from seniors and grow.

SYNOPSIS

- 7 years of qualitative experience in operations encompassing Restaurant Management, Bar Management, Training & Development in the hospitality industry.
- Previous worked with **Double tree Hilton Agra as F&B Executive – F&B Department** and engaged in supervising & managing the entire operations for smooth functioning.

Areas of Expertise

Food & Beverage Operations

- Documentation for sales, costs and inventory control for timely indenting of supplies.
- Ensuring compliance with pre-set quality & hygiene standards & aesthetic presentation of food and beverages.

Bar Management

- Ordering and pricing liquor and food.
- Understanding of various types of liquor and liquor licensing laws.
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Client Servicing

- Ensuring customer satisfaction by achieving delivery of service quality norms.
- Strategically policies in the operating systems to achieve greater customer delight.
- Reviewing & interpreting the market trends/ client feedback to attain the business strategies as per the guest requirements & expectations.

Man Management/ Training & Development

- Imparting appropriate In-house training on Service Excellence and support service staff.
- Organizing & conducting practical and theoretical training programs, to enhance skills and motivational levels.
- Handling shift operations entailing preparing shift rosters.

CAREER HIGHLIGHTS

**Since November 2015-October 2020 with Double Tree Hilton Agra
As F&B Executive – F & B Department**

Key Highlights

- Responsible for smooth operation of Restaurant, Bar and Room Service .
- Promote Guest satisfaction for steady repeat Business.
- Create strategic plans and reviews; implement production, quality, and customer-service standards

- Assist in the development and implementation of new menus and food and beverage marketing programs.
- Responsible for developing marketing campaign to increase visibility of the restaurant, analyze market demographics, define the target market and determined advertising placement.
- Created new Business through community involvement and active public relation program.

**Since November 2014-October 2015 with Double Tree Hilton Agra
As F&B Associate – F & B Department**

Key Highlights

- Responsible for smooth operation of the restaurant.
- Promote Guest satisfaction for steady repeat Business.
- Recognized for cultivating long term, stable staff with team-player philosophies.
- Emphasis on inventory control and business development, training of Staff.
- Responsible for proper opening and closing of the restaurant.
- Maintaining grooming standards as per the hotel policy.
- Responsible for proper inventories of all operational equipment of the restaurant with the assistance of respective in charge.
- Responsible for the guest satisfaction.
- Responsible to keep the team motivation up for better output from the staff

**Since September 2012 –April 2014 with Jaypee Palace Hotel and Convention centre Agra
as Team Assosiate.**

Key Highlights

- Proper coordination with Restaurant supervisor regarding the guest service.
- Insuring proper coordination & services to the guest regarding their event.
- Responsible for the guest satisfaction.
- Upselling of food & beverage.

Since May 2011–August 2012 with PARK Plaza Noida as Team Assistant.

Key Highlights

- Service of food and beverages including cocktails, mock tails, wine and spirit as per the guest order.
- Handling and settlement of bills.
- Linen handling.
- Store par stock up keeping.
- Taking care of guest satisfaction.

Professional Qualifications

- Done B.Sc. in Hotel Management and Catering Technology from **SUBHASH BOSE INSTITUTE OF HOTEL MANAGEMENT KOLKATA WEST BENGAL**, (Affiliated to Punjab Technical University, Jalandhar)
- Done twenty two-weeks Industrial Training from **PRIDE HOTEL NAGPUR** in all major departments.

Educational Qualifications

- 12th from Radha Ballabh Inter College, Agra
- 10th from Dr. Roy School, Agra

Hobbies

- Playing cricket and like to sing songs.

Language Known

- English, Hindi and Bengali.

Personal Details

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| • Father's Name | Mr. K. C. Baghel |
| • Date of Birth | December 1987 |
| • Sex | Male |
| • Nationality | Indian |
| • Marital Status | Married |
| • Address | S/O Mr. K.C. Baghel
Bamroli katara, Fatehabad Road
Agra. (U.P.) |

(SUNPRAKASH BAGHEL)