

**RISHIKESH PANDURANG SHINDE**

D/320 – Dewan Apartment II, Navghar Road, Vasai Road

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**CAREER OBJECTIVE**

A competent and self-motivated individual with a strong ability to communicate, collaborate and multitask. 3 years of experience in all day dining, and fine dining restaurant service ensuring the best service is given to guests, keeping customer service as the number one priority in the role.

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- | --- |
| **Year** | **Examination** | **Institution** | **Marks Obtained** |
| 2017 | B.Sc (HS) | Viva College Of Hotel &Tourism Management Studies | 64.20% |
| 2014 | HSC | St. Peter’s College, Vasai | 64.93% |
| 2012 | SSC | Vidya Vikasini High School, Vasai | 67.80% |

**WORK EXPERIENCE**

**Sept 2017 – December2019: Food and beverage attendant, Westin Mumbai Garden City**

**Duties & Responsibilities:**

* To take orders and serve food and beverage requests, using suggestive selling techniques.
* Clear tables during service, control guest checks and secure proper payment.
* Set up stations and tables to ensure they are complete and perform various relevant duties,

side duties

* Provide a warm and friendly welcome to all guests as per the restaurant service sequence and standards

**Achievements:**

* Awarded as Care for Guest for the Month of June 2018

**January 2020- November 2020: Food and beverage Executive, Westin Mumbai Garden City**

**Duties & Responsibilities:**

* Responsible for overall operation for the restaurant
* purchase food materials and stationery.
* make sure everyone is trained on proper food preparation.
* Resolve customer complaints or concerns
* Make sure there is 100% customer satisfaction
* Take feedback from the guest.

**INTERNSHIP**

**May’15– September’15: (5 months) Summer Intern, ITC Maratha**

**Duties & Responsibilities:**

* Three-and-a-half-month training in Food and Beverage Service Department
* Fifteen days of training in Kitchen Department
* Fifteen days of training in Front Office Department
* Fifteen days of training in House Keeping Department

**Achievements:**

* Awarded as Best Trainee

**Extra- Curricular**

* Member of Food and Beverage Service Department at Global Event
* Member of Food and Beverage Service Department during NAAC
* Member of Food and Beverage Service Department at Mayor’s Marathon, Virar
* Member of Food and Beverage Service Department at Youth Culture Event

**Personal Details**

* Date of Birth :12.12.1996
* Gender : Male
* Languages Known : English, Marathi, Hindi
* Hobbies : Listening Music