

# Sanjay Singh Chauhan

**Current Address:** 789 Chhatabad no 10 Katrasgarh Dhanbad Jharkhand 828113, India.

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Aspiring for challenging assignments in the domain of General F&B Operations with an organization of high repute



*Industry Preference: Hospitality Sector*

## EXECUTIVE SUMMARY

Offering nearly **14 years** of experience across F&B/ Hospitality Industry/ General administration. Scope of excellence includes:

- Strategic Planning	- Training & Development	- Quality Assurance
- Operational Internal Audit Control	- F&B Operations	- General Administration
- Liaison & Coordination	- Client Relationship Management	- Team Management

- Currently associated with **,Hotel Ambar Sarovar Gandhidham Gujarat ,India** as a **F&B manager**.
- Adept in managing **overall profitability of operations** and accountable for strategic utilization and deployment of available resources to achieve organizational objectives.
- Tremendous **experience in leading the efforts for complete hotel operational services** including Quality Management, Budgeting, Manpower Planning, Client Retention, Customer Relations & Internal Auditing (company operational standards, procedures and statutory compliance).
- Expertise in **implementing optimum strategies** to ensure top line and bottom line profitability with key emphasis to develop business through new accounts and service the existing clients.
- Excellent communication, interpersonal, relationship management and problem solving skills.
- Recognized for **outstanding organizational skills**, creativity, artistic display, public relations and an ability to consistently exceed guest expectation.

## BUSINESS SKILLS

### ❖ F&B Operations:

- Experimenting & suggesting innovative ideas/ styles for making/ presenting new dishes & ensuring cost control measures.
- Conducting hygiene inspections and conveying feedback to operating staff as well as managers for gaps in actual vs. standardized norms.
- Implementing and complying with standards, procedures and policies within each and every department.

### ❖ Guest Relations:

- Ensuring maximum customer satisfaction by achieving delivery of service quality norms by interacting with clients, handling their requests & resolving reported complaints.
- Exceeding customer expectations by providing services that are above and beyond customer satisfaction and retention.
- Improving services by communicating and assisting individuals to understand guest needs, providing guidance, feedback and individual coaching whenever needed to achieve 100% guest satisfaction.

## ORGANIZATIONAL SCAN

### **Sep'2015 –April 2019 with -Hotel Greenland Resort Surat, India as a F&B Service Manager**

#### **Significant Contributions**

- ❖ Maintained customer relationships, serving food & beverages to the customers
- ❖ Booking the party, daily reporting the sales of head department.
- ❖ Responsible for overall operation for the restaurant, food and beverage managers hire staff.
- ❖ Must be leaders in the back of house, rallying their team during heavy shifts, resolving conflicts and getting the job done.
- ❖ Dealing with employee conflict, irate customers and wrong stock orders is part of a food and beverage.
- ❖ Manages the finance related to the whole process of purchasing food and drink for the hotel premises.

### **July'2014 – June'2015 with Hotel Gold Beach Resorts Nani Daman, India as a F&B Executive Manager**

#### **Significant Contributions**

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers
- ❖ Responsible for overall operation for the restaurant, food and beverage managers hire staff.
- ❖ Booking the party, daily reporting the sales of head department.

### **Sep' 09 – May'2014 with Hotel western king New Delhi, India as a Assistance Manager**

#### **Significant Contributions**

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.
- ❖ Booking the party, daily reporting the sales of head department.
- ❖ Dealing with employee conflict, irate customers and wrong stock orders is part of a food and beverage.

### **Oct'07 – Oct'08 with The Pride Hotel Nagpur, India as Captain (Food & Beverage Service Department)**

#### **Significant Contributions**

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.

### **June'07 – Sep'07 with Deep Palace Hotel Luck now, India as Captain (Food & Beverage Service Department)**

#### **Significant Contributions**

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.

**Dec'06 – May'07 with Tiger Hill Vineyards Resorts & Spa, Indage Hotels Ltd. Nasik, India as Trainee Captain  
(Food & Beverage Service Department)**

**Significant Contributions**

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.

**TRAININGS ATTENDED**

- ❖ Bogmallo Beach Resort, Goa (Tulip Hotels & Resorts) as Hotel Operational Trainee from May 2006 to Oct 2006.
- ❖ 45 Days Vocational Training from Claridges Naini Retreat Nainital, India.
- ❖ Done ODC's with Taj Ganges, Radisson & The Clark in Varanasi, India

**SCHOLASTICS**

- ❖ Has completed 3-Yrs Diploma in Hotel Management Catering & applied Nutrition from SAMS Institute of Hotel & Business Management, Varanasi.
- ❖ Has completed P.G.D.B.M from Emperial Institute of Management Science & Research in New Delhi.
- ❖ Currently pursuing B.A degree, V.B.S Purbanchal University, Jaunpur.

**IT SKILLS**

- ❖ Well versed with MS Office Suite (Word, Excel, PowerPoint, Internet Access and Outlook), Windows Vista/XP/2007 and Internet applications.

**PERSONAL DOSSIER**

Father Name: Mr. Munnilal Singh chauhan  
Sex : Male  
Marital Status: Married  
Date of Birth: 12<sup>nd</sup> November, 1986.  
Nationality: India  
Passport No.: G9358255  
Permanent Address: Chhatabad, No. 10, Katrasgarh, Dhanbad, Jharkhand-828113, India.  
Tel No.: +919810715394  
Languages Known: English, Hindi and Bhojpuri

**Date:**

**Sanjay Singh Chauhan**

**Place:**