MY RESUME

SONU MUKHERJEE sonu.mukherjes@gmail.com +919588687764.

**PERSONAL STATEMENT**

exactly how things should be done.

As a communicator I am Factual, Direct, and authoritative, expressing myself with precision and, when I encounters d

I am intense, driving person with a strong concern for getting work done right and on time. Strongly motivated by my sense of responsibility, I will work rapidly within the framework of established company policies and procedures, referring to these standards for assurance of relays or obstacles in work for which I am responsible. Although conveying the purpose and information is my primary concern, I can have some focus on my audience, and can, at times, soften or adjust my style accordingly. As a Food and Beverage Assistant Restaurant Manager understand the capabilities of my team members co-ordinate them on their opportunities for improvement and honed the skills, they were good at. My goal is to continue to excel in Food & Beverage management working for Hospitality companies operating an innovative and highest standard within the industry.

**ACADEMICS**

**Jharkhand Academic council, Ranchi** (**2010)**

Completed Matric(10th) standard from Jamshedpur.

**Jamshedpur worker's college, Maango - Jharkhand J.A.C Board (2012)**

Completed my secondary school education in (science stream) from J.W.C

**Subhas Bose Institute of Hotel Management (SBIHM), Kolkata (2015)**

Completed BSC in hotel management.

**WORK EXPERIENCE**

**RE: GEN: TA KABINI SPRINGS (ROYAL ORCHID HOTELS)**

**ASSISTANT RESTAURANT MANAGER**

* Oversee all aspects of the daily operation of the hotel’s Restaurant Service operation.
* Respond to guest complaints in a timely manner.
* Work with other F&B managers and keep them informed of F&B issues as they arise.
* Organize all documentation for shift work on a daily basis including pre-shift reports, daily training topics, and shift floor plan.
* Ensure all staff are meeting all established standards of service through ongoing and recurrent training systems
* Ensure effective communications between each shift.
* Ensure optimal level of service, quality, and hospitality are provided to guest.
* Regularly review house counts, forecast and VIP list and maintain the confidentiality of the hotel and its guests
* Ensure the timeliness and accuracy of the amenity set-up and delivery.
* Plan and conduct meetings for outlets on a monthly basis to ensure staff is correctly communicated with and that staff are consistently trained and well-motivated. Attend interdepartmental meetings to ensure good cross communication between departments.
* Assist in the development of marketing initiatives, menu items, and other items to stimulate growth in sales for each outlet and a variety of latest market developments.
* Be aware of and assist to control current budgeted and forecasted revenues, payroll, and product costs.
* Assist in maintaining all IDS programming for food and beverage outlets.
* Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner.
* Employees must at all times be attentive, friendly, helpful and courteous to all guests, managers and fellow employees.
* Prepare and submit required reports in a timely manner.

**Organization : THE RADIANT RESORT,GORAKHPUR ,LUCKNOW**

Designation : FOOD AND BEVERAGE EXECUTIVE

Department : 7- SCENTRIC Restaurant + In room Dining

Duration : 15th January 2021 – 18th August 2020

**Organization : HOTEL SAMANYA PALACE**

Designation : FOOD AND BEVERAGE EXECUTIVE

Department : Aangan cafe restaurant + In room Dining + Banqueting

Duration : 25thNovember2018 - 10th October 2020.

**Organization : THE CORINTHIANS RESORT & CLUB, PUNE**

Designation : FOOD AND BEVERAGE MEMBER.

Department : SALSA+ IN ROOM DINING+PYRAMISA RESTAURANT.

Duration : 15th SEPTEMBER 2016 - 06th JANUARY 2018.

**Organization: ST. LAURN BUSINESS HOTELS, PUNE**

Designation: BAR TENDER+FOOD AND BEVERAGE ASSOCIATE

Department: CAFE 15A+EBONY, BAR + LEBUA.

Duration**: 25th MAY 2015- 7th SEPTEMBER 2016.**

* **Consistently offer professional, friendly and engaging service.**

**INDUSTRIAL TRAINING: THE HOTEL HINDUSTAN INTERNATIONAL, Kolkata (6 months).**

**ITS SKILLS**

* Expertise in Microsoft Office. (Excel, PowerPoint, Word, Outlook)
* Operation & expertise – WINHMS, IDS, CHEERGE.

**CAREER HIGHLIGHTS**

* Awarded by 1 time food beverage Excellence of the Month@ Re: gen: ta Kabini springs by **Royal Orchid hotels**.
* Got opportunity Butler service **HONOURABLE PRESIDENT OF INDIA “SHRI RAM NATH KOVIND”.**
* Got opportunity Butler service **GOD OF CRICKET’ ‘LITTLE MASTER’ SHRI SACHIN RAMESH TENDULKAR”.**
* Awarded by 4 times Food beverage Excellence of the Month @ The Corinthians Resort & club.
* Awarded by Employee of the Month for the 2017@ The Corinthians Resort & club.
* Awarded by Employee of the Month for the 2015@ST LAURN BUSINESS hotels.
* Awarded by TRAINEE of the YEAR for the 2014 @ the hotel Hindustan international.
* Consistently Appreciations on Trip Advisor (Quality Service) by Guests.
* 25 Management Recognition cards for creating WOW experience with Guest.

**PERSONAL DETAILS**

**Date of Birth :** 2nd OCTOBER 1995

**Permanent Address : GAMHARIA**

Adarsh nagar, Jamshedpur, Jharkhand PINCODE-832108.

**Linguistic Abilities :** English, Hindi, Bengali, Assami, Bhojpuri.

**Marital Status**  : Unmarried

**Nationality :** Indian

**Gender** : Male

**Height** : 5.7”

**Passport No. : N8853302**

**Sonu Mukherjee**