

**SUNIL TANWAR**

Ward No.-5 Near Old Dharamshala

Baba Umad Singh Medi Marg

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**PROFILE SUMMARY**

* Offering over 10+ years of experience in **HOSPITALITY** industries.
* Well-rounded restaurant set up with a wide-ranging history in the service industry.
* Looking for the opportunity to build and strengthen the guest’s base of a fine establishment.
* I bring passion for the industry, a fun, positive attitude and an understanding of customer service.
* Assist in maintaining all Micros programming for food and beverage outlets
* Be aware of and assist to control current budgeted and forecast revenues, payroll and product.

**CAREER OBJECTIVE:-**

I am looking ahead to work in a professional, growth oriented organization, where in one can make significant contribution to the success of the organization. Seeking a position that involves creativity, challenges and that provides me, an opportunity to constantly strive to explore, innovate & excel in attaining organizational and my individual goals. A consistently dependable team player, I can thrive in a high-pressure environment, enjoy the challenges of meeting deadlines and lead a team successfully.

STRENGTH & SKILLS:-

* Hard team work
* Outstanding customer service
* Maintaining restaurant hygiene up to the mark
* Team motivation and good team player
* Problem solver
* Manage restaurant team under the minimum staff range

**EDUCATION BACKGROUND:**

|  |  |  |  |
| --- | --- | --- | --- |
| Course / Degree | **Institute / Board** | **Year of Passing** | **Grade** |
| B.sc (Hotel mgt. catering tech. & tourism) | Punjab Technical University (Jalandhar) | 2012 | I |
| Diploma (Hotel mgt. catering tech. & tourism) | Punjab Technical University (Jalandhar) | 2007 | I |
| 12th (ARTS) | RAJASTHAN BOARD (AJMER) | 2002 | II |
| 10th (ALL SUBJECT) | RAJASTHAN BOARD (AJMER) | 2000 | II |

**EXTRA QUALIFICATIONS**

\* Completed successfully MS Office – Basic Computer Course (MS Word, MS Excel, MS Power Point & Internet)

\*Completed successfully Bachelor of ARTS with second division 2006.

***HOSPITALITY EXPERIENCE:-***

* Working as **“Head Waiter”(Restaurant Supervisor)** at **MSC Cruise line Service PVT. LTD.** Mumbai Italian base company from March 2018 to till date

**Key Responsibilities:-**

* To check the all side station for meals time according to company standard.
* Take the briefing daily bases and explain to Waiter and Asst. Waiter about packages and wine promotion of the days as well as important information from Maître D’hôtel.
* Attendee the meeting to improve the services and give the services as per company police.
* Monitors the restaurant inventory weekly or monthly bases.
* Always up to date about the hotel and company growth and target.
* Must be able to work without direct supervision is required.
* Carefully supervises the assigned section to ensure guest’s satisfaction.
* Read the daily program on daily bases and give right information to the guests.
* Worked as **“ASST. RESTAURANT MANAGER”** at HOTEL TULIP CONTINENTAL , Bhilwara (Rajasthan) from March 2017 to Feb. 2018 date

**Key Responsibilities:-**

* Maintained full knowledge of outlets and menu items and made recommendations.
* Staff scheduling in order to keep the department properly manned at all time.
* Assist in maintaining all Micros programming for food and beverage outlets.
* Recognize VIP’s and regular guests when walking into the outlet
* Attendee daily meeting with the staff to review the daily operation and to discuss past performance that can be improve.
* Processed cash, credit card and voucher payments.
* To assist in minimizing overtime and lieu leave and casual staff.
* Maintain a close working relationship with the staff as well as guest also and ensure proper communication between all F&B related department.
* To encourage staff for cross training during the low season and to follow up and check on the job training.
* To Train and develop the service staff and help to improve the service standard.
* Worked as **“OUTLET SUPERVISOR (BANQUET AND RESTURANT) ”** at THE DOAMIN HOTEL AND SPA(A UNIT OF PRERRED HOTEL GROUP) , Bahrain from June 2013 till March 2017

**Key Responsibilities**

* Provide unique and creative ideas to enhance meetings & group experience.
* Be familiar with all current and upcoming event details in banquet.
* Co-ordinate with the other department.
* Scheduling of banquet staff, prepare weekly duty chart to correspond with banquet functions and manage labor for monthly.
* Responsible for monthly inventory, consumption spreadsheet and banquet staff labors.
* Before start the operation check all reservation sheet, restaurant round up, check opening and closing case list, check opening and closing sheet of restaurant and make sure that all equipment’s are working properly.
* Making all types report such as Void item report, Discount report, Employee Meal report, Store required item report etc.
* Maintain of monthly budget and try to achieve them.
* Explain to guest and staff about our daily promotions or daily special menu.
* Worked as **“Sr. WAITER (FINE DINNING RESTAURANT) ”** at THE LEELA PLACE KEMPENSKI, Udaipur (Rajasthan) from April 2012 to April 2013

**Key Responsibilities**

* Ensure restaurant is ready for service (check all restaurant set up is done and section is done for run smooth operation)
* Advising guests on menus & beverage choices.
* Make sure that provide proper service to in house guest and walking guest as per The Hotel Standard.
* Making all report such as void report, Closing report, Time deference report, Complementary report, Item sale report etc.
* Ensure that a high level of liaison is maintained between Food & Beverage and all other departments within the hotel.
* Attends meetings, training activities, courses and all other work-related activities as required.
* Assists and gives full support to the Restaurant Manager and Assistant Restaurant Manager at all times both in administrative work and all operational matters.
* Makes a daily report every day concerning the operation and incidents on the stations (Head Waiters’ Report).
* Worked as **“WAITER (FINE DINNING RESTAURANT) ”** at RAJPUTANA SHERATON BY ITC GROUP HOTEL, JAIPUR (Rajasthan) from April 2010 to March 2012
* **Key Responsibilities**
* Basic knowledge of food and beverage.
* Prepare restaurant for meals time, including set up items such as linen, silverware and glassware.
* Assist the guest according to The Hotel Standard (Greeting guests with eye contact and smile).
* Before take order check all menu items which are available or not available.
* Try to up sealing and suggestive sealing.
* Take fed back by the guest as per company standard.Hand over the fed back to duty supervisor or duty manager.
* Follow up the opening and closing check list.
* Attendee all types or trainee such as menu training, safety and security training haying training etc.

**EXTRA ACTIVITIES:-**

* Appreciation letter to stay on board 127 days at sea (July 2020)
* Customer Excellence Training by Impact Institute Bahrain (October 2015)
* Restaurant Manage Appreciation latter by ITC Sheraton Hotel Jaipur India (March 2010)
* Human Resources Manager Appreciation latter by ITC Sheraton hotel Jaipur (March 2010)
* Capacity Building Training Program by Hotel Association of Incredible India (March 2008)
* The Best Server Award in Chak de Bhute festival by Sayaji Hotel in Indore India (September 2007)

**TRAINING PROGRAM**

* Six Month Industrial Training at **Sheraton Rajputana Hotel** in Jaipur (Rajasthan) **October 2009**
* Six Month Industrial Training at **Sayaji Hotel** in Indore (M.P.) **October 2007**

**HOBBIES**

* Bike Riding
* Listening music

**DATE OF BIRTH**

10th October 1983

**DECLARATION**

I hereby declare that the details furnished above are true to the best of my knowledge.

India. SUNIL TANWAR