Yogendra Kumar Singh

**C/O-Mr. Raghuraj Singh, Radhakhanr, Phone: +91-7018860783 / 9507228730**

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**Distt: Kaimur,**

**Bihar.**

Carreer Objective

To work towards the organization’s objectives with full of zeal, enthusiasm, determination and dedication as well as give them optimum level of satisfaction through my work performance.

Professional Experience:

* **Currently Working as General Manager with One Earth Hardwar Hotel from 22 August-2021 till date, It has 45 keys, 1 Multi cuisine restaurant, In Room Dining & 2 Banquet halls with capacity of 150-200 pax each.**
* **Worked as Food & Beverage Manager at Royal Orchid Fort Resort Mussoorie, Uttarakhand, from February-2021 to August-2021. It has 70 key and 3 F&B outlets including the banquets.**
* **Worked as a Food & Beverage Manager (Pre-Opening& Post Opening) at Hotel Chandela, Khajuraho (M.P.) from April-2019 Till Jan-2021. Previously known as Taj Chandela, Khajuraho. A 5\* Hotel with 90 well-appointed Rooms and Suites, a Pool, 3 Banquet & Conference Halls, 2 Lawns, 1 Multicuisine Restaurant, 1 Bar, 1 Coffee Shop& a Pool side Café.**
* **Worked as F&B manager at Golden Tulip Hotel (4\* Hotel) at Lucknow, U.P. with 115 Keys and 7 Conference and Banquet Halls& 3 F&B outlets, from March-2018 to March-2019.**
* **Worked as F&B manager with Sterling Resort- Manali, a Sterling Holidays Resort with 81 keys and 4 F&B Outlets, from November-2016 to March-2018.**
* **Worked asF&B In charge (HOD)** at **Western Hotel Ghayathi (UAE), Duration: December-2015 – September-2016.** A 248 Rooms Beautiful Business Hotel in Ghayathi, Western Region of Abu Dhabi City UAE with 5 F&B outlets including Multi cuisine restaurant, Coffee shop, Pool Bar, Room service &Banquets.
* **Promoted asF&B Manager** at **Club Mahindra Mussoorie**,**from April-2015 To December-2015.**A69 Rooms Hill Top Resort with 3 F&B outlets.
* Worked as an **Asst. F&B Manager (HOD)** with **Club Mahindra Mussoorie**, from**Aug-2012 To March-2015.** A 69 Rooms Hill Top Resort with 3 F&B outlets.
* **Worked as an Asst. Restaurant Manager withThe Gateway Hotel** (A Unit of Taj Hotels Resorts & Palaces), Visakhapatnam, Andhra Pradesh, India. **FromSept- 2011 to July- 2012**. (Was looking after overall F&B outlets, Banquets & Conferences)
* Worked with **Hulhule Island Hotel (HIH-Maldives)** (A Joint venture of MACL and SATS) Male’, Republic of Maldives.**From November- 2009 to Sept- 2011.**As aF&B Coordinator (In charge of Champs Bar 92 covers&Uduvilaa Restaurant 96 covers)Supervison job.
* Worked with **TajResidency Aurangabad**–Now Known as **Vivanta by Taj Aurangabad** (Indian Hotels Company Limited) and was Double Promoted & Transferred from Taj Residency, Lucknow (now known as Taj Mahal, Lucknow) as **Catering Assistant**.**from April -2007 to September- 2009**

F&B-Outlet: Residency Restaurant, Banquets & Conferences. (senior supervisory job.)

Worked with**Taj Residency Lucknow**–Now Known as **Vivanta by Taj Lucknow. Duration: April 2004 to March 2007.**

F&B Outlet: The Sahib Café (84 Covers Coffee Shop)

Position: Asst. Steward to Trainee Captain, Team Member &supervisory job.

* Worked with **HotelFariyas Holiday Resort**–Lonavla. **Duration: Nov 2003 to March 2004**

Position: Steward, Team Member job.

* Six months Industrial Exposure from **JaypeeVasant Continental, New Delhi**in all major departments of the Hotel.

Current Job Responsibilities:

* To maximize revenues & profitability of the F&B Department and ensure prompt, accurate and personalized service to all customers.
* Planning, Forecasting and Budgeting the revenues and cost for the Food & Beverage department.
* To direct the operations of the food and beverage department.
* Staffing and Scheduling of the department and allocation of duties of Executives, Supervisors & Team members.
* Develop systems and procedures that achieve higher cost efficiency and guest satisfaction.
* Facilitate learning and development for all the team members of F&B Service department.
* Performance Appraisal/ Management of the staff in the department.
* Direct the daily activities of the entire F & B Department.
* To ensure implementation of existing operational standards.
* Constantly review, monitor and revise the guest service standards ensuring that they result in guest delight.
* Establish rapport with guests maintaining effective customer relationships and handle enquiries, requests and complaints on food, beverage and service.
* Personally, and frequently verify that guests are receiving best possible service.
* To develop and maintain client database with segmentation.
* To ensure that all credit and collection procedures and norms are adhered to all the team Member.
* To develop and optimize relationships with internal customers such as housekeeping, Food Production etc.
* Forecasting of requirements for the department and their procurement.
* Meeting guests and analyzes the guest comments for better guest satisfaction.
* Training of Team Members.
* Reporting to General Manager.

Knowledge of Hotel Software’s

* MICROS
* SHAWMAN’S POS (Point of sale)
* FIDELIO SOFTWARE.
* SAP Software
* IDS
* Tuche’ by Web Prolific India.

Soft Skills

* Successfully 2 times completed 3days**Train theTrainer program** conducted by **Taj Group ofHotels.**
* Successfully completed 3 Days**buzzing with hospitality program** conducted by **Taj Groupof Hotels**.
* Successfully completed 15 days **Cross Exposure Training program** in**Taj Connemara** – **Chennai.**
* Successfully completed 3 days**Middle Management Skill Development Program** Conducted by Taj group of hotels.
* Completed 3 days**Back to Basics Training for F&B Service** conducted by Taj Group of Hotels.
* Successfully completed 3 Days program of **DWM(Daily Work Management)** organized by Mahindra Holidays & Resorts India Limited.
* Participated in 3 Days **MYB (Mahindra Yellow Belt)** Program & successfully complited.

Achievements:

1. Actively Participated in **TBEM(Tata Business Excellence Model)** and got **first Position** in TBEM quiz contest organized by Taj Residency Lucknow. Also got appreciation letter for the same from the **COO (Chief Operating Officer) Taj business division of that particular time, Ms. JYOTI NARANG.**
2. **Best singer** award in cultural function organized by **Taj Residency Lucknow**.
3. Awarded silver level certificate for**Process Improvement** Workshop held in The Gateway Hotel, Visakhapatnam by **Taj Group of Hotels.**
4. Awarded a recognition certificate for **perfect attendance** in year 2010- 2011from **Hulhule Island Hotel, Republic of Maldives**.
5. Awarded **Mahindra Yellow Belt** Certificate on successfully completion of a project to increase the F&B spent by 15% in the FY 2014-2015.

Professional Qualification

3-Yrs. Diploma in Hotel Management, Catering and Applied Nutrition from Society of Advanced Management Studies, Varanasi.

(Affiliated by AICTE & AMERICAN HOTEL AND LODGING ASSOCIATION U.S.A, AH&LA).

Educational Qualification

* Bachelor of Arts in Public Administration through Distance Education fromShobhit University Meerut, India. Year 2012-2015.
* Intermediate with Science (Physics, Chemistry & Mathematics) from R.S.P. College Jharia, Dhanbad, Jharkhand in 2000.

Personal Details

**Name :** Yogendra Kumar singh

**Date of Birth :** 1st July 1980

**Father's Name :** Mr. Raghu raj Singh

**Mother’s Name :** Mrs.Sharda Devi

**Marital Status :** Married

**Languages known :** English, Hindi

**Hobbies :** Playing chess, Gardening& singing.

Studying Food &Beverage Magazines,

Hoteliers Hospitality Express.

**Passport No :** N2934330.

**Present Address :** 2/371, LDA Colony, Sector-L, Ashiyana, Lucknow, Uttar Pradesh.

Assurance:

All the above statement is true and can be certified by documentary evidences as and when asked for.

Date:

Place: **(Yogendra Kumar Singh)**