



JayPrakash Chandan

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About me:

I am a friendly, energetic, professionally qualified and experienced Food and Beverage Services Professional who loves to embrace challenges with a smiling face at all times. I pride myself on my focused and motivated career oriented personality who always has been work centric and proactive in all my roles and responsibilities. I am quick and independent in decision making and committed in performing my duties. I can seamlessly multi task and provide resolutions by being proactive and competent in my work. I create immediate bonding and rapport with all the clients, customers and other stakeholders effortlessly. I am a great teamplayer who takes up ownership and leads when required. Armed with excellent communication, I am proficient in conversing in English and several Indian languages. I possess a natural flair for excellence in customer service and I strive to provide exceptional service to all the guests and patrons I meet. I have been involved in as an employee of some of the most prestigious hotels and restaurants in India.

WORK EXPERIENCE

08/11/2021 – CURRENT – Madhapur, Hyderabad, India

GUEST SERVICE ASSOCIATE – TRIDENT HOTEL

1. *Greeting guests upon arrival and making them feel welcomed*
2. *Processing guest payments*
3. *Responsible for holding sections*
4. *Solving customer queries and grievances*
5. *Helping guests out on information on various matters such as transport and restaurant advice*
6. *Diffusing conflict or tense situations with guests*
7. *Administering check -ins and check -outs*

05/01/2021 – 31/10/2021 – Sakleshpur, Karnataka, India

GUEST SERVICE ASSISTANT – ROSETTA BY FERNS

1. *Responsible for the opening and closing of the restaurant*
2. *Assigning rooms and taking care of administrative duties*
3. *Coordinating with bell service and staff management*
4. *Processing meal and beverage requests*
5. *Engaged in several other activities such as store, inventory and back area operations*
6. *Ensure a unique, memorable and emotional customer experience*
7. *Ensure that standards are being followed including floor sets, cleanliness*
8. *Ability to operate company shuttle*

10/03/2020 – 12/09/2020 – Adyar, Chennai, India

ASSOCIATE, FOOD AND BEVERAGE SERVICE – CROWNE PLAZA, ADYAR PARK

1. *Engaging in pass counter ensuring the food pickup goes out smoothly*
2. *Guiding and assisting Industrial trainees in setting up the back areas*
3. *Providing guest service as required, proactively assessing visitor needs and interests*
4. *Monitor and maintain the public spaces so that they are clean and well presented*
5. *Performing tasks such as answering phones and greeting guests in person or via telephone or email*
6. *Assisting the team with store pick ups*



02/12/2019 – 10/02/2020 – Adyar, Chennai, India

OPERATIONAL TRAINEE – CROWNE PLAZA, ADYAR PARK

1. As an Operational Trainee, was responsible for table layouts
2. Completion of training sessions/ classes regularly
3. Greeting customers, escorting them to seats, taking food and other drink orders, and serving food and beverages
4. Keeping track of food and supply inventories
5. Answering phone calls when needed
6. Helping employees prepare rooms for new reservations
7. To handle guest requests ensuring that all matters are dealt with efficiently and promptly

15/05/2019 – 27/10/2019 – Teynampet, Chennai, India

INDUSTRIAL TRAINEE – HYATT REGENCY

1. Undergone six months On Job Training in all major departments:
 - Food and Beverage Service
 - Housekeeping
 - Food Production
 - Front Office

EDUCATION AND TRAINING

2018 – 2019 – Dobhi Road, Gaya, Bihar, India, Gaya, India

DIPLOMA IN FOOD AND BEVERAGE SERVICE – Institute of Hotel Management Bodh Gaya,

<https://www.ihmbodhgaya.com>

2016 – 2018 – A P Colony, Gaya, Bihar, India82, Gaya, India

SENIOR YEAR – Surendra Prasad Yadav College, India

<https://spycollege.org>

LANGUAGE SKILLS

Mother tongue(s): **BIHARI LANGUAGES | HINDI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B1	B2	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

HOBBIES AND INTERESTS

Social Interests

- Blood donor



● COMMUNICATION AND INTERPERSONAL SKILLS

Professional skills

- *Highly detail- oriented with the ability to multi -task and manage projects from start to finish*
- *Competency in resolving complex problems with strong analytical skills, lateral thought ability*
- *Effective time management*
- *Good team player*
- *Excellent guest serving skills, phone presence and professional demeanor*
- *Ability to use basic office equipment*