



# Kartar Singh

## General Manager

### Current Location

Agra, Uttar Pradesh

### Mobile

+91 8630967641

### Email

[kartarsingh.chhonkar577@gmail.com](mailto:kartarsingh.chhonkar577@gmail.com)

### Education

**Bachelors Degree in Hotel Management Catering & Tourism Technology**

- Master Somnath Technical College Bharatpur, Rajasthan (Affiliated to Punjab Technical University Jalandhar)
- 2009

**Senior Secondary (12th standard)**

- Uttar Pradesh Board
- 2006

### Computer Skills

- Windows, MS-Office

### Language Skills

- English, Hindi

## Introduction

Accomplished hospitality professional with extensive experience in the industry with some of the most recognised brands in India.

I hold a Bachelors Degree in Hotel Management Catering & Tourism Technology. Committed to and passionate about providing a quality service at a high standard in all aspects of the service industry, I have consistently exceeded expectations through hard work and learning.

## Skills Summary

- Demonstrated track record of consistently delivering high quality customer experiences, using innovation and hospitality industry best practices.
- Experienced in successfully managing multiple operational areas and restaurants together.
- Highly skilled in Client relationship management, thus helping create and enhance customer loyalty.
- Expert team management, having successfully led teams with 40+ members.
- Strong line management, financial management (budgeting and P&L understanding) and HR skills.
- Increasing productivity & profitability of the establishment.
- Strategic planning and execution abilities.

## Work Experience

### **Hotel Usha Kiran, Agra**

*General Manager, 24 March 2021 – present*

- Recruit, train, and supervise staff. Set performance standards and provide ongoing support.
- Ensure exceptional guest experiences. Address complaints promptly and enhance guest satisfaction.
- Develop and manage budgets. Monitor expenses, negotiate contracts, and optimize revenue.
- Coordinate daily hotel operations. Ensure smooth collaboration between departments for seamless guest services.
- Develop marketing strategies. Engage in promotional activities and manage online presence to attract guests.
- Build guest relationships, gather feedback, and provide personalized services based on preferences.



### **Personal Attributes**

- I am an excellent communicator, with a friendly personality
- I am very comfortable interacting with and helping guests
- Self-confident and motivated to take up challenging assignments
- Fast learner with hunger for knowledge

### **Personnel Details**

- Nationality: Indian
- Marital Status: Married
- Date of Birth: 10 Jun 1988

### **References**

- Can be provided on request

## **Hotel Usha Kiran, Agra**

*Food & Beverage Manager, 27 Aug 2019 – 23 March 2021*



- Oversee and guide hotel staff, ensuring smooth operations and guest satisfaction.
- Ensure high-quality guest experiences, address issues promptly, and maintain guest relations.
- Streamline day-to-day activities, manage resources, and optimize processes for cost-effective operations.
- Monitor cleanliness, service standards, and compliance, ensuring a consistently high-quality guest experience.
- Manage budgets, control expenses, and maximize revenue streams to enhance the hotel's profitability.
- Create and update menus, collaborate with chefs, and introduce new dishes to enhance the restaurant's offerings and appeal to customers.

## **Hotel The Grand Imperial, Agra**

*Restaurant Manager, 1 September 2015 - 25 August 2019*



- Manage restaurant staff, assign tasks, and ensure a smooth workflow.
- Maintain high-quality service, address customer concerns, and enhance guest experiences.
- Monitor supplies, order stock, and manage inventory to minimize waste and optimize cost.
- Oversee day-to-day operations, coordinate with kitchen and front-of-house teams for seamless service.
- Monitor budgets, track expenses, and maximize profitability through cost-effective measures.
- Train new employees, provide guidance, and support team members in their roles.

## **Hotel Classic Diplomat New Delhi**

*Assistant Restaurant Manager, 18 Oct 2013 - 29 Aug 2015*



- Assist in managing restaurant staff, delegate tasks, and ensure smooth operations.
- Deliver excellent service, address customer issues, and maintain a high standard of guest satisfaction.
- Oversee daily shifts, coordinate staff activities, and ensure efficient workflow during peak hours.
- Train new employees, provide guidance, and support team members in their roles.
- Assist in monitoring supplies, track stock levels, and help with inventory control to minimize waste and optimize resources.

## Golden Tulip, The Galgotias, Gurgaon

*Restaurant Captain, 1 October 2012 - 15 October 2013*



- Ensure a high level of guest satisfaction by providing personalized service and addressing customer needs promptly.
- Coordinate activities between kitchen and serving staff to ensure smooth workflow and timely service.
- Take and process customer orders accurately, ensuring they are prepared and served correctly.
- Monitor food presentation, ensure adherence to recipes, and maintain cleanliness to uphold quality standards.
- Build rapport with customers, handle complaints, and create a welcoming atmosphere to enhance the overall dining experience.

## The Muse Sarovar Portico, New Delhi

*Butler, 24 March 2009 - 30 September 2012*



- Provide personalized service, catering to guests' needs and preferences throughout their stay.
- Ensure guest rooms are meticulously cleaned, stocked, and prepared according to standards.
- Arrange reservations, transportation, and activities, catering to guest requests and preferences.
- Maintain clear communication with guests, updating them on services, and fulfilling requests promptly.
- Respect guest privacy, handle personal information discreetly, and ensure the security of guests and their belongings.

## Hotel Holiday Inn Agra

- Industrial Training, 15 Oct 2007 - 14 April 2008
- Training in all the major departments including Front Office, F&B Service, Production and Housekeeping.



## Declaration

I hereby state that the above mentioned details are true to the best of my knowledge.

Kartar Singh