

**Abhishek Kumar Singh**

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**OBJECTIVE**

**To work with a company which focuses on enhancing the guest experience in all possible ways and creating an environment of learning and constructiveness.**

ACADEMIC BACKGROUND				
Year	Qualification – Degree / Diploma / Certificate	Board/ Department	College/ Institute/ University	%
2008-2 01 2	Bachelors of Hotel Management And Catering Technology	Hotel Management	Graphic Era University,Dehradun	72.4%
2008	10+2	C.B.S.E	D.A.V Public School Defence Colony Dehradun	58%
2006	10 <sup>th</sup>	C.B.S.E	D.A.V Public School Defence Colony,Dehradun	57%

**TRAINING AND PROJECTS UNDERTAKEN**



- 22 weeks Industrial exposure training from Taj Mount Road Chennai.

**WORK EXPERIENCE**



**> Food And Beverage assistant with The Oberoi Amarvilas, Agra (March 2012 to December 2014).**

- Assist in creating a warm and welcome environment for our guests expectations.
- Ensuring an exceptional level of service is maintained all times.
- Ensure that all the guests requests and queries are responded to promptly and effectively and an exceptional service is delivered to guests all times.
- Deal with guests' complaints in a friendly and efficient manner, ensuring guest satisfaction all the time.
- Completed training and handling of all major outlets.
- Worked in a restaurant as a station Holder.
- Worked as an In Room dining Holder.
- Worked in a fine dining restaurant as Holder.
- Take care of Banquet events under supervision of managers, as an acting supervisor.
- Playing a role in following the hotel procedure and standards ensuring the team follows the same.
- Demonstrating abilities in planning and organizing for the food and beverage service department and team.
- Imparting training classes for the team, in terms of practical and theoretical aspects.
- Store requisition for food and beverage service department at the same time requisitioning and expenses minimization.
- Handling sections in Restaurants at time of operations.
- Maintaining good personal relations and contacts with local suppliers for equipment required for Banquets.

# Fairmont

➤ **Executive sales at Fairmont Jaipur (February 2015 to August 2016).**

- To identify business opportunities by identifying prospects and evaluating their position in the industry, researching and analyzing the sales option.
- Maintaining relationships with clients by providing support, information and guidance.
- Preparing reports by collecting, analyzing and summarising information.
- Contributing to the team efforts by accomplishing targets.
- Responsible for sales in demarcated area,
- Cold calls for business to business calls.
- Ensure attainment of company goals and profitability.
- Negotiate and win contracts of the organisation.
- Responsible for sales in business development and ensuring increase in roomsales.
- Handling existing and potential customers.
- Achieve sales target and market share.
- Represent the company brand with poise, integrity and positivity.



➤ **Bar captain at Dream Cruises (October 2016 to August 2018).**

- Follow appropriate procedures for serving alcohol.
- Report work related accidents or other injuries immediately upon occurrence.
- Follow policies and procedures for the safe operation and storage of tools, equipment and machines.
- Address guests' service needs in a professional, positive and timely manner.
- Follow all state and local laws for serving alcohol responsibly.
- Maintain cleanliness and condition of the bar.
- Requisition all necessary supplies and alcohol and maintain the par stock.
- Assure and maintain the standards of the drinks.
- Check and ensure the bar inventories are accurate on a daily basis.

- Maintain high standards of hygiene, health and safety.
- Maintain strict stock and financial control.
- Attend all staff meetings.
- Keep staff busy and productive all the time.
- Assist in cash handling procedures as required.



**➤ Assistant Bar Manager at Dream Cruise (October 2018 to March 2020).**

- Created loyal and trustworthy staff who take pride in their work, providing the highest level of service.
- Worked with the bar manager to constantly develop wine/cocktail knowledge and service
- Supervised the daily shift operations.
- Conduct briefings to provide the information to supervisors, bar captains and subordinates.
- Assist in supervision development and training of the bar staff.
- Creating market lists and ordering the beverages according to requirements with Coordination with the purchase team.
- Consistently exceed sales goals through effective knowledge, market research and accomplishing daily targets.
- Maintain comprehensive records with the coordination of the purchase team for the alcohol required.
- Maintain a high level of hygiene on day to day operations.
- Participated in SGS hygiene rounds with the SGS inspectors.
- Maintain the proper custom Declaration records according to the need of the country to be visited
- Managed beverage cost, cost controlling and inventories.
- Making promotions to increase the sales according to the festivals and upcoming events onboard.
- Appraisals of subordinates evaluations and feedback sessions.

## ACADEMIC ACHIEVEMENTS

- Participated in Debate competition at Inter-School level.
- Active participation in cultural and social events in school as well as in college.
- **Certificate of Appraisal** for active participation in the hospitality team of **Third International Science Conclave at IIIT Allahabad**.

## CO-CURRICULAR ACTIVITIES

- Member of N.S.S (National Service Scheme) team at university.
- **Head of service committee** in the annual fest of college.
- Managed stalls during college fest.
- Regular Blood donor. Lifetime member of the Indian Medical Association (IMA) Blood bank.
- **Gold medalist at Mahatma Hansraj Tournament for winning volleyball championship at national level**
- Vineyard trip to Nasik.

## COMPUTER SKILLS

- Knowledge of Management Integrated Computerized Restaurant Operating System (MICROS).
- Familiar with Software like OPERA, PRISM.
- Knowledge of various programming languages such as JAVA.
- Comfortable with Windows Operating Systems like Windows 98/XP/Vista and various operating system packages such as Microsoft Office 2010 & earlier.

**PERSONAL DETAILS**

Date of Birth : 7 July, 1990  
Father's Name : Mr. Mahesh Kumar Singh  
Mother's Name : Mrs. Geeta Kumar Singh  
Category : General  
Gender : Male  
Nationality : Indian  
Hometown : Dehradun  
Languages Known : Hindi and English  
Mobility : Willing to relocate anywhere in India and overseas  
Passport : Yes