

NARENDRA SINGH

Vill-Saloh, Tehsil-Bhatiyyat
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Objective:

Passionate hospitality personnel. Would like to be a multitalented professional. So aspire to work with an organization that helps me to contribute to the growth of the organization and also help me to grow individually.

Educational Background

Highest Level: Degree (B.H.M.)

Field Study: Hotel and Tourism Management

Location: Visakhapatnam (India)

Degree Year: 2011-2014

Institution: Sun International Institute of Hotel Management (Bhartiyyar University)

Employment History

JW Marriott, Aerocity New Delhi

Title : Assistant Banquet Manager

Date of Joining: 1st October 2019 – 15th June 2020 x Supervise the banquet operations in absence of Banquet Manager.

x Assist Banquet Manager in setting departmental strategies and goals to achieve operational targets.

x Record working hours of each staff and process weekly payroll.

x Ensure all food and beverages are set up and served as per company standards x Coordinate and manage all activities pertaining to food service operations x Maintain inventory of food materials, equipment, linens and paper supplies to avoid any shortages

x Adhere to health, safety and sanitation guidelines. x Organize and execute banquet events to ensure customer satisfaction. x Provide outstanding

customer service for repeat business and profitability. x Design innovative floor plans and creative buffet presentation. x Address customer needs and requests in a timely manner.

x Adhere to budgetary guidelines and control expenses accordingly.

JW Marriott, Aerocity New Delhi

Title : Food and Beverage Executive

Date of Joining: 1st April 2017 – 31st September 2019

- x To provide the technical and behavioral training within the Food & Beverage department.
- x To monitor departmental expenses and implement changes in order to increase overall profitability of the department
- x To assist the Banquet Manager in planning and implementing the departmental budget.
- x To keep a regular check on the Financial Statement of the department and take necessary actions in order to meet the budgets.
- x To overlook the inventory process of departmental assets as well as the legal alcoholic beverage inventory process and keep a proper check to avoid any discrepancies.
- x To supervise the workflow of the Banquets department in order to maintain organizational standards and maximize guest satisfaction.
- x To be accountable for the discipline, personal grooming, motivation and overall well-being of the food and beverage team. x To address guest complaints and act on them.
- x Work with the Banquet Manager on new ways for revenue generation and repeat clientele.

JW Marriott, Aerocity New Delhi

Title : Guest Service Associate

Date of Joining : September 2014 - 31st March 2017

- x Ensure compliance with service standards according to the guidelines established by the organization.
- x Ensure availability, proper handling, storage and effective control.

- x To serve food & beverage to the guest on time & with garnish and accompaniment according to the company standards.
- x To be aware of hotel services and facilities and to advise guests wherever appropriate.
- x Responsible to take the orders for Food and Beverage
 - Following the standards set by the company
 - x Responsible for setup and the operating the Bar during the events.
- x Responsible for up keeping the all beverage store and maintaining the inventory.
- x Ensure guest satisfaction through personalized, efficient service. Is responsible that all customers leave satisfied.
- x Be aware of events and operations in the food & beverage department.
- x Ensures that personal grooming, hygiene, and appearance are in line with the department's standards.
- x Maintain facilities and equipment in perfect condition and follow procedures to keep breakages and losses to an absolute minimum.
- x Responsible that all guest complaints or requests are handled quickly and fairly. Reports are prepared and reported to the Executive / Banquet Manager before shift end.
- x Resolve any guest issues to their entire satisfaction swiftly
- x Utilizing the empowerment training received.

Industrial Training:

Company Name: Courtyard by Marriott Pune Hinjewadi
Title: Industrial Training
Date of Joining: 20th Nov 2013 to 1th April 2014

Achievements:

Won Medals in Region Level in Kho-Kho
Silver Medal in Adampur
Bronze Medal in Jammu

Computer Skills:

MS Office, Word, Excel, Efficient in handling MICROS

Strengths:

- x Hardworking x Dynamic
- Team Player
- x Creative
- x Self Confidence

Date: -

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Place: - New Delhi