



NISSAR AHMAD

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#### OBJECTIVE:-

- I want achieve sound position in hospitality world
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#### QUALIFICATION

- Masters in English
- Diploma in Hospitality & Computer Application
- Diploma in Communication ,Soft skill & interpersonal skill

#### PORFESSONAL SKILL

- Has learnt Windows-98, MS-Office (MS-word, MS-excel, MS power point) and Internet.
- Knowledge of hotel operating systems like IDS, Winhms,, Iresto, Touche etc
- **Key Skills**
- communication skills, team management skills, Food & Beverage Manager, Restaurant, Menu Planning, Cost Control, Hospitality, QSR, Room Service, Food Costing, Wastage Control, Training, Executive Leadership, Guest Relations, Restaurant Management, General Management

#### WORK EXPERIENCE & PROFILE (10 years)

- **Restaurant & I RD Manager** at Sterling Holidays hotel Munnar Kerala (JAN) 2018 Till
- Reports To: Food and Beverage Manager
- Responsible for overall performance of the outlet
- Complaint handling
- Keep track of guest history and database
- Making day-to-day sales reports
- Checking stock and inventory
- Maintain service standards
- Menu Planning
- Menu Merchandising
- Menu Engineering
- Making Budget for Department
- Setting revenue & profit target for department
- Cost Control for department
- Facility planning for department
- Organizing training for employees
- Providing solutions for Employee grievances.
- Recommend and monitor a budget and plan for the year.
- Lead, train and motivate a service team.
- Conduct daily briefings ensuring two-way communication, training and policy information
- Check mise-en-scène and mise-en-place done by the team.
- Control expenses of the restaurant.
- Develop innovative ways to create sales of the restaurant by up-selling menu items, food promotion merchandising, etc.
- Meet and greet guests and develop a personal guest database to ensure continued patronage.
- Schedule staff rotations and duties and organize extra hands when required.
- Ensure the safety and hygiene of the restaurant.

- Maintain discipline and conduct staff appraisals
- Coordinate with the chef for menu offers and operational coordination.
- Coordinate with other departments for the smooth supply of operational supplies.
- Responsible for proper billing and cash recovery for services rendered.
- Resolve guest and staff complaints and grievances
- Represent the restaurant in Food and Beverage meetings.
- Conduct periodic competition analysis.
- Coordinates with Kitchen: on food preparation matters.
- Kitchen Stewarding: for the supply of clean service-ware.
- Housekeeping: for cleanliness and supply of linen and flowers.
- Accounts: for budgets and depositing daily sales.
- Engineering: on matters of maintenance and safety.
- Security: on matters of security and safety.
- Marketing: on matters of sales and promotions.
- Stores: for the supply of alcoholic beverages, operational supplies.
- Supervises:- Senior captain, captain, hostess, Servers, and apprentices

#### **SENIOR CAPTAIN (RESTAURANT SUPERVISOR) WHYNDHAM AHMEDABAD GUJRAT 2015 to 1018**

- o (January)
- Reports To: Restaurant Manager  
Food and Beverage Manager
- Job Summary: To organize, supervise and train all service personnel in the restaurant with a view to providing quick and personalized food and beverage service to guests.
- **Duties and Responsibilities**
- Deputize in the absence of the Restaurant Manager and ensure the smooth functioning of the restaurant.
- Schedule weekly/fortnightly staff duty shifts with the approval of the Restaurant Manager ensuring that work exigencies are met and the staff is rotated fairly.
- Allot daily duties to subordinate staff to meet work exigencies ensuring equity of work.
- Conduct daily briefing using it as a vehicle for two-way communication, training and corrective action.
- Attend to guest complaints and ensure guest satisfaction through immediate action.
- Inspect the mise-en-scene and mise-en-place to ensure the smooth flow of operations.
- Ensure the maintenance and aesthetic upkeep of the restaurant in close coordination with engineering and housekeeping.
- Organize the training of staff for meeting the standards of service.
- Develop restaurant sales through upselling, guest contacts and ensuring good service.
- Ensure that the restaurant is free from work hazards.
- Supervise food service with a view to ensuring speed, quality of service and personalization
- Appraise staff performance and recommend rewards to the restaurant
- Control costs by applying food control principles.
- Serve wines and beverages according to international practice.
- Motivate staff through fair leadership.
- Prepare flambe items, if applicable to the restaurant, with showmanship and authenticity.
- Maintain and control the par stocks of cutlery, crockery, linen, supplies, and equipment.
- Assist the accounts department in stocktaking.
- Hand over lost and found properties to the Housekeeping as per rules.
- Supervises: Restaurant Captains, Hostess, Servers and Apprentices.

#### **CAPTAIN (HEAD WAITER) AVADH UTOPIA CLUB WITH CLASS SURAT GUJRAT 2013-2015**

reports To:- Senior Captain. Restaurant Manager

- **Job Summary:- To organize and supervise an assigned restaurant station with a view to providing fast and efficient food and beverage service.**
- **Duties and Responsibilities**
- Train and supervise restaurant servers to give high standards of service in terms of time, quality and personalization.
- Supervises the mise-en-place of the assigned station to ensure a smooth service during operation.
- Inspect table layouts in the station ensuring that they meet the standards set.
- Check and ensure the serviceability of equipment and furniture.
- Sell food and beverage so as to meet restaurant budgets.
- Take food and beverage orders correctly.
- Give wine service according to international practices.



- Prepare flambe items, if offered by the restaurant, with showmanship and authenticity in preparation
- Control the inventory of cutlery and service equipment allotted to the station.
- Assign duties ensuring equity of work.
- Ensure that staff meets hygiene and discipline standards.
- Ensure that the station is free from dust.

#### STEWARD (WAITER) ALFALLAH CATERING AND HOTEL KASHMIR 2011-2013

- Reports to: Captain  
Senior Captain
- Job Summary: To provide quick and personalized food and beverage service to guests at allotted tables as per standards service laid down and according to guest satisfaction.
- **Duties and Responsibilities**
- Attend briefings prior to the restaurant opening, well-groomed and equipped with the basic aids of operations such as bottle openers, pens, pads, and matches.
- Learn the du jour items, not-available items, menu preparations, and their presentation.
- Complete mise en scène and mise-en-place before the restaurant opens.
- Check all the equipment and furniture at the station for their serviceability and maintenance requirements.
- Clean and polish allotted silverware, cutlery, glassware, and chinaware.
- Stock the sideboard with proprietary sauces, jams, salt and pepper shakers, butter dishes, linen, and other service ware.
- Lay table covers as per standards set.
- Fold napkins as per prescribed attractive styles.
- Requisition fresh linen and flowers from housekeeping.
- Air the restaurant and ensure that the station is clean.
- Receive, greet, and seat guests.
- Present wine-lists and menu cards and take orders.
- Serve food and beverage by the standards of the restaurant.
- Upsell food and beverages.
- Present the bills and receive payment correctly.
- Supervises:- Assistant Waiters, Busboys and Trainees

#### RESTAURANT GSA AT KASHMIRI WAZWAN HOTEL 2009-2011

- Reports To: Senior Captain  
Restaurant Manager
- Job Summary: To receive and record table reservations requested for the restaurant. To extend warm and courteous welcome and hospitality to guests visiting the restaurant and allot them a table.
- **Duties and Responsibilities**
- Collect the restaurant reservation register from the overnight caretaker and mail from Food and Beverage Office.
- Receive and post table reservations in the register ensuring equity of load between stations.
- Clean and arrange the hostess desk and menus cards.
- Attend briefings before the restaurant opening.
- Attend to all telephone calls of the restaurant in the shift.
- Receive guests and lead them to their reserved tables.
- Handout Wine Lists/Menu Cards to the guests.
- Take orders from guests if required.
- Provide guests with hotel information.
- Go to the guest and enquire whether the food and service are up to their satisfaction. Handle any complaints
- Wish greetings to every guest when leaving and invite them to come again.
- Record the names of guests in the daily cover register.
- Page guests if phone calls or messages come for them.
- Maintain guest history

#### WINE BUTLER (SOMMELIER)IT,JT,STEWARD JAMMU BAR& HOTEL KC RESIDENCY 2008-2009

- Reports To: Senior Captain  
Restaurant Manager
- Job Summary: To present and serve wine and spirits to guests as per the standards of the establishment
- **Duties and Responsibilities**
- Requisition of the wines and spirits from the bar.
- Display wines and spirits on the trolley.



- Stock the trolley with the accessories
- Present trolley to the seated guests and upsell the wines and
- Prepare and serve ordered beverages as per international
- Replenish orders and remember guest preferences.
- Raise Order Tickets for the cashier

**PERMENENT ADDRESS:**

- KATHAL HILLPATHRIBAL BIJHAMA BONIYAR
- BARAMULLA JAMMU AND KASMIR 193122
- MOBILE:- 9797164757 , 6005126282

**PERSONAL DETAIL:**

- Father's Name: Ali Mohd Ahanger
- Date of Birth:- 25/06/1989
- Gender: Male
- Marital Status: Single
- Language Known: English, Urdu Kashmiri
- Nationality: Indian Muslim
- Religion :Islam

NISSAR AHMAD