

Sanjay Singh Chauhan

Current Address: 789 Chhatabab no 10 Katrasgarh Dhanbad Jharkhand 828113, India.

Contact No.: +91-9810715394, 7979961033

E-Mail: sanjay_kts2007@yahoo.com

Aspiring for challenging assignments in the domain of General F&B Operations with an organization of high repute



Industry Preference: Hospitality Sector

EXECUTIVE SUMMARY

- ☛ Offering nearly **14 years** of experience across F&B/ Hospitality Industry/ General administration. Scope of excellence includes:
 - Strategic Planning
 - Operational Internal Audit Control
 - Liaison & Coordination
 - Training & Development
 - F&B Operations
 - Client Relationship Management
 - Quality Assurance
 - General Administration
 - Team Management
- ☛ Currently associated with **Hotel Ambar Sarovar Gandhidham Gujarat, India** as a **F&B manager**.
- ☛ Adept in managing **overall profitability of operations** and accountable for strategic utilization and deployment of available resources to achieve organizational objectives.
- ☛ Tremendous **experience in leading the efforts for complete hotel operational services** including Quality Management, Budgeting, Manpower Planning, Client Retention, Customer Relations & Internal Auditing (company operational standards, procedures and statutory compliance).
- ☛ Expertise in **implementing optimum strategies** to ensure top line and bottom line profitability with key emphasis to develop business through new accounts and service the existing clients.
- ☛ Excellent communication, interpersonal, relationship management and problem solving skills.
- ☛ Recognized for **outstanding organizational skills**, creativity, artistic display, public relations and an ability to consistently exceed guest expectation.

BUSINESS SKILLS

- ❖ **F&B Operations:**
 - Experimenting & suggesting innovative ideas/ styles for making/ presenting new dishes & ensuring cost control measures.
 - Conducting hygiene inspections and conveying feedback to operating staff as well as managers for gaps in actual vs. standardized norms.
 - Implementing and complying with standards, procedures and policies within each and every department.
- ❖ **Guest Relations:**
 - Ensuring maximum customer satisfaction by achieving delivery of service quality norms by interacting with clients, handling their requests & resolving reported complaints.
 - Exceeding customer expectations by providing services that are above and beyond customer satisfaction and retention.
 - Improving services by communicating and assisting individuals to understand guest needs, providing guidance, feedback and individual coaching whenever needed to achieve 100% guest satisfaction.

ORGANIZATIONAL SCAN

Sep'2015 – April 2019 with -Hotel Greenland Resort Surat, India as a F&B Service Manager

Significant Contributions

- ❖ Maintained customer relationships, serving food & beverages to the customers
- ❖ Booking the party, daily reporting the sales of head department.
- ❖ Responsible for overall operation for the restaurant, food and beverage managers hire staff.
- ❖ Must be leaders in the back of house, rallying their team during heavy shifts, resolving conflicts and getting the job done.
- ❖ Dealing with employee conflict, irate customers and wrong stock orders is part of a food and beverage.
- ❖ Manages the finance related to the whole process of purchasing food and drink for the hotel premises.

July'2014 – June'2015 with Hotel Gold Beach Resorts Nani Daman, India as a F&B Executive Manager

Significant Contributions

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers
- ❖ Responsible for overall operation for the restaurant, food and beverage managers hire staff.
- ❖ Booking the party, daily reporting the sales of head department.

Sep' 09 – May'2014 with Hotel western king New Delhi, India as a Assistance Manager

Significant Contributions

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.
- ❖ Booking the party, daily reporting the sales of head department.
- ❖ Dealing with employee conflict, irate customers and wrong stock orders is part of a food and beverage.

Oct'07 – Oct'08 with The Pride Hotel Nagpur, India as Captain (Food & Beverage Service Department)

Significant Contributions

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.

June'07 – Sep'07 with Deep Palace Hotel Luck now, India as Captain (Food & Beverage Service Department)

Significant Contributions

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.

**Dec'06 – May'07 with Tiger Hill Vineyards Resorts & Spa, Indage Hotels Ltd. Nasik, India as Trainee Captain
(Food & Beverage Service Department)**

Significant Contributions

- ❖ Responsible for holding wine tasting sessions for staff & valued customers.
- ❖ Controlled food & beverage sales, taking inventory for all beverages.
- ❖ Maintained customer relationships, serving food & beverages to the customers.

TRAININGS ATTENDED

- ❖ Bogmallo Beach Resort, Goa (Tulip Hotels & Resorts) as Hotel Operational Trainee from May 2006 to Oct 2006.
- ❖ 45 Days Vocational Training from Claridges Naini Retreat Nainital, India.
- ❖ Done ODC's with Taj Ganges, Radisson & The Clark in Varanasi, India

SCHOLASTICS

- ❖ Has completed 3-Yrs Diploma in Hotel Management Catering & applied Nutrition from SAMS Institute of Hotel & Business Management, Varanasi.
- ❖ Has completed P.G.D.B.M from Emperial Institute of Management Science & Research in New Delhi.
- ❖ Currently pursuing B.A degree, V.B.S Purbanchal University, Jaunpur.

IT SKILLS

- ❖ Well versed with MS Office Suite (Word, Excel, PowerPoint, Internet Access and Outlook), Windows Vista/XP/2007 and Internet applications.

PERSONAL DOSSIER

Father Name: Mr. Munnilal Singh chauhan
Sex : Male
Marital Status: Married
Date of Birth: 12nd November, 1986.
Nationality: India
Passport No.: G9358255
Permanent Address: Chhatabad, No. 10, Katrasgarh, Dhanbad, Jharkhand-828113, India.
Tel No.: +919810715394
Languages Known: English, Hindi and Bhojpuri

Date:

Sanjay Singh Chauhan

Place: