

## Mrs. Amruta Saraswat

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### SUMMARY

The profile offers more than **14** years of total experience in **Hospitality Industry**. Possess a solid background cultivating strategic team management, exhibiting excellent operational and training skills, with expertise in handling internal and external stakeholders. Experienced in F&B department, Business Development and Trainings as a trainer, truly understanding the needs of organization from team towards its growth. Natural leader who readily coordinates interdisciplinary personnel. Ready to take up any kind of new role and learn and grow. Current Training professional thrives in making maximum use of managerial and instructional skills to identify, develop, and conduct unique training programs and organize high-end professional program. Develops efficient workforce and motivated employees who can achieve maximum productivity for fastest growing organizations.

### PROFESSIONAL PROFILE

- ◆ **Team Management** – Innate leader with a solid experience of more than a year in managing teams ranging from 15 to 20 team members and handling all team conflicts with professional approach, resulting in forming the best productive team always. Specialist in boosting the morale of the team and make them understand on their need for the organization and the job at hand.

Please

- ◆ **Communication Skills** – Persuasive communicator, with well-developed presentation and convincing skills. Ability to develop productive relationships with clients, colleagues and staff at all levels.
- ◆ **Skills** – Excellent interpersonal and presentation skills, good analytical and problem solving skills, great time management ability, decision maker, ability to work effectively under pressure, self-disciplined, self-motivated, positive approach towards work.

### PROFESSIONAL EXPERIENCE

➤ ***Currently working as a Corporate Learning and Development Manager at Berco's Chinese and Thai restaurant, from 1<sup>st</sup> July 2018 till date***

- Responsible for all 46 restaurant's Training and Developments in Delhi NCR and other cities
- Conduct Induction, Orientation and soft skill training to all level i.e Chefs, Restaurant staff, Housekeeping Staff and Security staff. The training audience is from Gm to down level staff.
- Responsible to prepare Phraseology for Client Service cell and trained the calling executive on Client satisfaction and problem solving.
- Conduct Employee engagement activity for all Restaurant.
- Visit corporates with Area manager for corporate tie ups.
- Present company profile to the corporates to get business.
- Provide business package to the corporates.
- Conduct interviews and recruitment for the company.
- Tie up with the colleges for the intern and campus recruitments.
- Prepare MIS, reports and all documentation as per standard.
- Conduct audit and prepared audit report as per standard.
- Trained Area Manager, Customer care Assistant, Executive and Manager towards 100% client satisfaction services.
- Prepare SOP's when required to improve customer services.
- Meet with clients to get feedback about our service towards any suggestions or improvements.
- Regular visit to the industry with business development team for new tie ups and also present the training programs.

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➤ ***Worked as a Training Manager at Vatika Ltd, Gurgaon, from Feb 2018 To June 2018***

- Responsible for all sites over Delhi NCR, Including, Coriander Fine dining restaurant and Nukkadwala.
  - Conduct Induction, Orientation and soft skill training to all level i.e. CRM team, F&B staff, all Chefs, Security Staff, Front Office, Housekeeper, Supervisor, Executive and Area Head.
  - Responsible to prepare Phraseology for **Client Service cell** (Vatika's Call Centre) and trained the calling executive on Client satisfaction and problem solving.
  - Conduct Employee engagement activity for all site.
  - Prepare MIS, reports and all documentation as per ISO.
  - Conduct audit and prepared audit report as per ISO standard.
  - Trained Customer care Assistant, Executive and Manager towards 100% client satisfaction services.
  - Prepare SOP's when required to improve customer services.
  - Meet with clients to get feedback about our service towards any suggestions or improvements.
  - Prepare Before and After presentation for client and staff (specially for Housekeeping) to represent our service excellence.
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➤ ***Worked as a Training Manager with Radisson Blu Delhi NCR, from Aug 2016 To Feb 2018***

- Conduct induction and orientation for new recruits.
  - Deliver training sessions to front office, f&b, housekeeping, security and travel desks.
  - Conduct training activities pre and post lunch deliver refresher training to all associate.
  - Make training calendar as per the training needs analysis and conduct audit as per schedule.
  - Conduct training on operational safety procedures to bring in consistency to all operational practices.
  - Deliver behavioral training, soft skills training, phraseology training and crises management training to all employees.
  - Prepare and deliver training module as per the training plans.
  - Focus on product training and supervisory skill training and customer service excellence.
  - Conduct training workshop like train the trainer program, executive development programs etc.
  - Keep update for E-learning sessions to all associate as per the Carlson standard.
  - Introduced best practice in hotel as per SOP and when required change or update SOP manual as per change in process.
  - Conduct weekly audit and make a report and check for Training performance.
  - Make a report or presentation on gap and noncompliance based on audit result.
  - Track on guest complaint and implement a corrective action plan to solve them.
  - Maintain training record, assessment sheet and feedback sheet for all staff.
  - Maintain hotel library, collection of slides films and other training aides.
  - Submit monthly training report to HR and GM.
  - Always work on to develop training material so as to make training sessions more informative and enjoyable.
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➤ ***Heritage Institute Of Hotel Management and Tourism college, Agra***

**Designation** : Training And Placement Manager with Business Development  
**Duration** : Aug 2014- July 2016  
**Responsibilities** :

- Tie up with various organizations for placement and industrial training.
- Visit various cities for promotional activities and tie ups.
- Conduct presentations in school and colleges for Marketing.
- Visit to the companies for recruitment tie ups.
- Create PR with companies and school/colleges with various marketing activities.
- Arrange International Placement seminar.
- Conduct placement seminars and workshops
- Maintain all student records and Placement documentation.
- Conduct mock interviews for students.

- Prepare professional interviews questionnaire for students.
- Maintain MIS for student placement.
- Prepare documentation for international placement.
- Solve students and parents queries.
- Conducted lecturer for Front Office, Food Production and Housekeeping of all Degree and diploma student.
- Conduct theory and practical session for students.
- Conducted workshop for students.
- Trained students in various aspects of personality development.
- Groomed the students and enhanced their physical appearances to emanate confidence and business professionalism; prepared them for professional interviews and other meetings.
- Conducted examinations and took voice interviews.

➤ ***Ocean Spray Resort, Pondicherry, Tamil Nadu (India)***

**Designation** : Asst. Food & Beverage Manager  
**Duration** : Feb 2012 – Aug 2014  
**Responsibilities** :

- Responsible for pre- opening of Restaurant within Hotel consists of 160 cover with live kitchen and bar.
- Assisted the Restaurant Manager and the Food & Beverage Manager in the coordination of activities of the staff to deliver quality products and service to restaurant customers.
- Trained new restaurant staff and created procedure manuals on service and quality standards. Responsible for restaurant staff understanding of brand standards, philosophy and specific position processes.
- Ensured all reports are properly certified and trained in their respective positions, and that all training and certification materials are up-to-date and maintained
- Implemented Quality program about the importance of quality control for foods, wines and customer service, on top of having the latest food and beverage knowledge.
- Assist sale and Marketing team for restaurant and banquet promotion.
- Assist in arrangement of food festival, Theme dinner and beverage promotion programs.

➤ ***Hotel Pride, Nagpur, Maharashtra (India)***

**Designation** : Restaurant Manager  
**Duration** : Oct 2010 – Jan 2012  
**Responsibilities** :

➤ ***Sheraton Heathrow (Starwood Group), London (UK)***

**Designation** : Food and Beverage Supervisor  
**Duration** : Jul 2009-Oct 2010

➤ ***Holiday Inn Kingston, London (UK)***

**Designation** : Restaurant Supervisor  
**Duration** : Nov 2008- Jul 2009

➤ ***The Park Hotel, Mumbai, Maharashtra (India)***

**Designation** : Guest Relation Executive  
**Duration** : June 2007- June 2008

**INDUSTRIAL TRAINING**

➤ ***Taj Manjarun Hotel, Mangalore, Karnataka (India)***

**Designation** : Receptionist/Restaurant Assistant (Trainee)  
**Duration** : From Jun 2006-Sep 2006

➤ ***Holiday Inn, Majorda Beach Resort, Goa, (India)***

**Designation** : Restaurant Assistant (Trainee)  
**Duration** : From April 2004- Jul 2004

#### EDUCATIONAL QUALIFICATION

- ✓ **Pursuing MBA in Hotel Management And Catering Science (Distance from Swamy Vivekanand University)**
- ✓ **Post Graduate Diploma in Hospitality Management,**  
Under **Institute of Leadership and Management London (ILM)**  
Form Ealing Hammersmith and West London College, London (UK).
- ✓ **June 2003 - Aug 2007**  
B.Tech (Hotel Management and Catering Technology), RTM Nagpur University.

#### ACHIEVEMENTS

- **Best Employee** of the month for two times in the year 2009 and 2010 at Hotel Sheraton Heathrow.
- Achieved the **reward for outstanding sales** achievements especially for the sales done on the eve of Christmas and 31 New Year night organized by Sheraton Hotel.
- **Basic Cabin Crew Training Certificate**, Frankfinn Management Consultant, 2003.
- The Academic Council of the Institute of Foreign Language Studies, Proficiency **Certificate in French Language, 2004.**
- Successful completion of **Level 2 award in FOOD SAFETY IN CATERING** by **CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH** from London.

#### COMPUTER SKILLS

- Micros
- Opera.
- IDS.
- MSOffice Applications.
- Internet.

#### PERSONAL DETAILS

Date of Birth : 14<sup>th</sup> Sep 1984  
Gender : Female  
Language Proficiency : English, Hindi and Marathi.  
Nationality : Indian

#### SIGNATURE

(Mrs. Amruta Saraswat)