

RESUME

Abhishek Jindal

Bechlor of Computer Application

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CAREER OBJECTIVE:

Talented and result-oriented Individual with over 08years experience management restaurants, Inventory Management, retail stores, and large business departments. Coming with proficiency for increasing employee productivity, as well as conflict resolution and mediation skill set to work as Manager at Restaurant & Hotels.

WORK EXPERIENCE:

Current working:

- ❖ From 04 April 2022 to till date.

Organization : **Cyber Green Food Court (RG Group)**
(Nh-58 Near Core College, Roorkee Haridwar.)

Department : Restaurant

Designation : F&B Manager
(Welcoming, greeting and assisting customers ensuring prompt resolution of client's inquiries. Supervising a crew of 7, closing and opening of the Food Court, Bar, Coffee House, plus taking inventory. Working hand in hand with the bouncer to maintain a safe, peaceful and friendly environment. Maintaining cash handling policies and procedures to ensure safety, accuracy and diminish loss or theft. Ensuring the proper food safety regulations and procedures are being carried out and followed. Maintaining consistent communication and strong leadership with the team to ensure timely service. Attending management meetings to obtain updated procedures and apply the given information in daily tasks. Maintaining employee positioning per shift . Counting and verifying daily sales.)

Past Experience:

❖ From 01 July 2015 to 01 April 2022.

Organization : **Bikano Food Court**
(Nh-58 Rampur Tiraha, Muzaffarnagar)

Department : Restaurant

Designation : Floor Manager

(Welcoming, greeting and assisting customers ensuring prompt resolution of client's inquiries. Supervising a crew of 7, closing and opening of the Food Court plus taking inventory. Working hand in hand with the bouncer to maintain a safe, peaceful and friendly environment.

Maintaining cash handling policies and procedures to ensure safety, accuracy and diminish loss or theft. Ensuring the proper food safety regulations and procedures are being carried out and followed. Maintaining consistent communication and strong leadership with the team to ensure timely service. Attending management meetings to obtain updated procedures and apply the given information in daily tasks. Maintaining employee positioning per shift .

Counting and verifying daily sales.)

❖ From 15 June 2013 to 22 April 2015.

Organization : **Hotel The Great Ganga**
(Rishikesh)

Department : Hotel & Restaurant

Designation : Cashier, Asst. Manager

(Greeted hotel guests and answered any questions or concerns providing an outstanding guest experience. Maintained an orderly front desk. Operated booking computer programs and multi-line phone systems. Maintained guest records and reservations.

Completed basic cashier and book keeping responsibilities.

Contacted necessary staff to solve problems when challenges arose ensuring guest comfort. Attended to customer complaints and solved issues in a gracious, apologetic and pleasant manner to

ensure a positive customer experience. Displayed superior customer service at all times from booking inquiries till departure. Ensured that workers are properly trained and always conduct themselves in a professional manner.)

RESPONSIBILITY:

- ❖ Recruiting, Trainig and Supervising Staff
- ❖ Agreeing and Managing Budgets
- ❖ Planning Menus
- ❖ Ordering Supplies
- ❖ Producing Staff Rota
- ❖ Handling Customers Enquiries and Complaints
- ❖ Ensure Compliance with licensing, hygiene, Health and Safety legislation/guidelines
- ❖ Greeting and advising Customers
- ❖ Problem Solving
- ❖ Preparing and Presenting Staffing/Sales Reports
- ❖ Assessing and Improving Profitability
- ❖ Seeting Target
- ❖ Handling Administration and Paperwork
- ❖ Liaising with Customers, Employees, Suppliers, Licesing authorities and Sales Representatives
- ❖ Making Improvements to the Runing of the Business and Developing the Resturant

WORK KNOWLEDGE:

- Detail Oriented
- Prompt Decision Making
- Patience
- Multitasking
- Team Management
- Conflict Resolution
- Handling Customers Reviews Effectively

- Empathetic and Understanding by Nature
- Fair and Just
- Cooperative
- Convincing and Inspirational for employees Under him
- Ability to read Situations and act accordingly

Skills:

❖ Sales Focus	●●●●●
❖ Microsoft Office	●●●●○
❖ Interpersonal Skills	●●●●●
❖ Great Communication Skills	●●●●●
❖ Organizational Skills	●●●●●
❖ Excellent Problem Solving	●●●●●
❖ Fluency In English ie Writing and Spoken	●●●○○
❖ Customer Retention	●●●●●
❖ Teamwork Skills	●●●●●
❖ Leadership Skills	●●●●●
❖ Inventory	●●●●●

EDUCATION QUALIFICATION:

Sr. no.	Class/Degree	Name of Board/ University	Passing year
1	10 th	K.J.P.S.D. High School, UP board	2008
2	12 th	S.D. Inter College, UP board	2010
4	B.C.A.	SDCMS, CCS University	2013

PERSONAL DOSSIER:

Name : Abhishek Jindal
Date of Birth : 15 September 1993
Father's Name : Rajkumar Jindal
Gender : Male
Marital Status : Married
Nationality : Indian
Religion : Hindu
Language Proficiency : English, Hindi
Passport Number : U3907496
Permanent Address : 48, MandiKohna, MotiMahal, Muzaffarnagar

DECLARATION:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place:

(Abhishek Jindal)

Date: