



europass



## MANBAR SINGH BISHT

**Nationality:** Indian [\(+91\) 8954721251](tel:+918954721251) [\(+91\) 8077346904](tel:+918077346904)

**Date of birth:** 13/05/1992 **Gender:** Male

[Email address:](mailto:manvarsingh72@gmail.com) [manvarsingh72@gmail.com](mailto:manvarsingh72@gmail.com)

[Whatsapp Messenger:](https://api.whatsapp.com/send?phone=8077346904) 8077346904

[Address:](#) Nathuawawala Dehradun, 248001 Uttrakhand (India)

### ABOUT ME

**F&B Service With More Than 11 Years Of Experience. Very Flexible And Good Leadership Skills. Good At Multitasking And Providing Memorable Service To The Guests. Good In Upselling And Suggestive Selling.**

#### Highlights

- Upselling Experience.
- Build And Maintain Positive Client And Customer Relationships.
- Conduct Briefings & Meetings With Employees.
- Complete Daily Operational Tasks In A Timely Manner.
- Check Food & Beverages are Served On Time.
- Mentation Restaurant Cleaning & Food Hygienic.
- Check Inventory and Ordering.
- Focus on Social Media Ranking.
- Complaint Handling.
- Good People skills.

**Currently working as a Restaurant Manager at Big bamboo Restaurant Kuanwala Dehradun uttrakhand.**

#### Banquet Manager

***Hotel Randhawa international*** [ 03/11/2017 – 2022]

**City:** Amritsar

**Country:** India

- Build and maintain positive client and customer relationships

- **Complaint handling**
- **Counsel and discipline employees when and as necessary**
- **Conduct briefing meetings with employees on a daily basis**
- **Complete daily operational tasks in a timely manner**
- **Ensure food and drinks are prepared and served within scheduled time frames**
- **Focus on online positive reviews**
- **Ensure that employees are in proper uniform and adhere to the company's dress code**
- **Inspect facilities regularly and enforce strict compliance with health and safety standards**
- **Monitor and develop team member performance including, but not limited to, providing supervision, scheduling, assigning work, and conducting training as necessary**
- **Monitor stock inventory to ensure adequate stock is maintained, and to prevent wastage or abuse by staff**
- **Provide two-way communication and nurture an ownership environment with an emphasis on motivation and teamwork**
- **Resolve customer complaints promptly and according to company guidelines**
- **Check all area should be neat and clean**
- **Check Profer Closing of all areas after the operation**

**Upselling & Suggestive Selling**

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### **Banquet Executive**

***HOTEL SOLITAIRE & Resorts***

**City:Dehradun**

**Country:India**

### **Banquet Executive**

***Hotel klm & Resorts pvt lmt.***

**City:Rajasthan**

**Country:India**

### **Sr.Captain**

***Hotel Comfort inn* [ 03/01/2015 – 10/10/2017 ]**

**City: Amritsar**

**Country: India**

## **Banquet Captain**

**Hotel Best Western Merrion** [ 04/01/2012 – 16/12/2014 ]

**City:** Amritsar

**Country:** India

- Welcoming guests upon their arrival and assisting them with their seating arrangements.
- Assisting managers and organizers with planning the layout and logistics of events.
- Setting up and managing staff shifts and timetables.
- Developing and providing staff with the necessary training, including customer service and serving etiquette.
- Managing the setup of events.
- Running the floor and coordinating the food and drink service by liaising with the kitchen and service staff.
- Monitoring the inventory of supplies, equipment, and furniture.
- Tending to guests' requests, questions, and complaints.
- Ensuring that the venue and facilities remain neat and clean.
- Ensuring that all applicable safety regulations are communicated and adhered to.

## **Sr. Steward**

**Hotel H.K Clarks Inn** [ 26/11/2010 – 16/11/2011 ]

**City:** Amritsar

**Country:** India

- Guest food & Bev order taking
- Taking Manual Feedback from guests
- Ask guests I hope you are enjoying your meal.
- Clean all areas and make the restaurant for guest
- Increase sales by upselling and suggestive selling
- know the company budget and target and help to achieve that

## **EDUCATION AND TRAINING OSHO Training**

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[ 17/06/2022 – 21/09/2022 ]

**Address:** (India)

## **Food Handling Training**

[ 20/05/2020 ]

**Address:** (India)

## **Assistant Training Steward**

**Hotel Maharaja Regency** [ 01/07/2008 – 20/03/2009 ]

**Address:** Ludhiana (India)

## **Industrial Training**

**' THE CLUB' by westin group of Hospitality** [ 01/01/2008 – 06/2008 ]

**Address:** Mumbai (India)

## **Diploma in Hotel management**

**Horizon Institute of Hotel management** [ 01/07/2008 – 09/11/2009 ]

**Address:** Dehradun (India)

**Field(s) of study:** Services : Hotel, restaurants and catering

## **10th**

**Central Board of Secondary Education** [ 01/07/2006 – 12/05/2007 ]

**Address:** (India)

## **LANGUAGE SKILLS**

Mother tongue(s): **Hindi**

Other language(s):

**English**

**LISTENING C2 READING C1 WRITING B2 SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2**

## **DIGITAL SKILLS My Digital Skills**

Microsoft Word, Microsoft PowerPoint, Microsoft, Excel Outlook, / Billing Software / PHC - ERP/CRM software / Social Network/Social Media / Google Docs / Social Media / basic computer

## **HOBBIES AND INTERESTS**

### **I DO WHAT I LOVE**

- Meet New People
- Listen to Audio Book
- Listen to Music
- Play cricket
- Curiosity To Learn Something New Every Day.