



europass



MANBAR SINGH BISHT

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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 Proper 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

[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*

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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.