

CHAIL SINGH

Location: Mulmula (Demote) tehsil & District Ramban J&K

Nationality: Indian

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Relocation Anywhere in world



CAREER OBJECTIVE:

Energetic individual with more than 9 years of experience working in a waiter position, seeking employment as a Waiter where the ability to effectively serve food and beverage orders to guests in a timely manner, learn the menu to explain offerings to guests, partner with other services to ensure guests have everything they need, and perform opening and closing duties will be utilized. Also bringing 9 years of experience as a Waiter, good interpersonal and organizational skills, and verbal and written communication skills.

PROFESSIONAL EXPERIENCE:

Waiter, Punjab di Rasoi And Shamyana Restaurant Dalgate Srinagar, India (March 2013 to march 2016)(as a part time)

Roles and Responsibilities:

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware, and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders

- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses, and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g., parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests
- **waiter**
- **Hyatt centric candolim goa (3 months)**

F&B Captain & cashier

Chef Soumyen's Kitchen, Goa, India (Oct 2016 to April 2020)

Roles and Responsibilities:

- Greeted new customers and escorted them to their tables.
- Presented menus and answered questions about the cuisine, making recommendations upon request.
- Recommended wines and other drinks to customers.
- Wrote customers' orders and conveyed to kitchen staff.
- Took orders from customers and served food, drinks and deserts.
- Served specialty dishes to customers at tables as required.
- Checked to ensure that customers are enjoying their meals – took action to correct any issues, as needed.
- Prepared bill/receipts and collected payment from customers.
- Cleaned tables and other areas as needed, after clients departed.
- Collect cash, checks, and credit card payments from customers
- Make change accurately and efficiently
- Issue receipts to customers
- Deal with returns and refunds as necessary
- Maintain cash control over register drawer and verify amounts are correct
- Answer customer questions as they arise
- Calculate customer bills through cash register ringing
- Help with other tasks as needed including managing shelves, tracking inventory

F&B . Captain

Asia one earth, Jammu, India (NOV2021 TO 30 SEP 2023)

Roles and Responsibilities:

- Checked patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Wrote patrons' food orders on order slips, memorized orders, or entered orders into computers for transmittal to kitchen staff.
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Served food and/or beverages to patrons, prepared and served specialty dishes at tables as required.
- Removed dishes and glasses from tables or counters and took them to the kitchen for cleaning.
- Presented menus to patrons and answered questions about menu items, making recommendations upon request.
- Prepared hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Explained how various menu items are prepared, describing ingredients and cooking methods.
- Prepared tables for meals, including setting up items such as linens, silverware, and glassware.

Assistant Resturant Manager at chef Soumyen kitchen Goa (1oct.2023 to 10 march 2024)

Sr Capitan at A Four Lords Birpur Jammu(1may to continou)

Roles and Responsibilities:

- Maintains staff by recruiting, selecting, orienting, and training employees. Ensures a safe, secure, and legal work environment. Develops personal growth opportunities. Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results
- Coordinate daily Front of the House and Back of the House restaurant operations.
- Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regularly review product quality and research new vendors.
- Organize and supervise shifts.
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EDUCATION QUALIFICATION:

- 10th Jammu & Kashmir state board, India, 2009
- Senior High Secondary School, Jammu & Kashmir State Board of School Education, India, 2013
- B.Com from IGNOU
- One year Diploma in Industrial Accountant (from ICA)

AREAS OF EXPERTISE:

- Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making the proper adjustments or corrections.
- Excellent active listening skills and ability to give my complete attention to patrons during busy times.
- Demonstrated service orientation; always looking for opportunities to serve patrons and assist other employees.
- Effective at multiple point of sale software systems.
- Patient and compassionate when serving patrons, making them feel at home at the establishment in which they are eating.
- Solid background in organizing other wait staff and hosts, coordinating my responsibilities to ensure a smooth flow of service.

LANGUAGES:

English (Excellent)

IT SKILLS:

MS-Office: MS Word, MS Excel, MS PowerPoint, GST, TDS, ITR, Tally, Busy.

HOBBIES & INTERESTS:

Healthy lifestyle, like to go gym, like cycling, swimming.

REFERENCE AVAILABLE UPON REQUEST

