

SUMIT KUMAR



Personal details

SUMIT KUMAR

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8826253033

H.No- 34 Hasanpur Village, I.P Extension Delhi 110092 Delhi

Skills

Basic Knowledge of Hotel Software like HMS, IDS, THMS

Team work

Quick Learner

Guest Oriented

Truthful

Broad Minded

Summary

A highly motivated individual, driven for result with focus on performance, having an eye for details and passion for the hospitality industry with excellent personal skills and innovative ideas for the organisation.

Education

Bachelor in Hotel Management & Catering Technology

2015 - 2015

Uttar Pradesh Technical University, Lucknow

- Recognised university

Intermediate

2013 - 2013

CBSE

- Intermediate education

Highschool

2011 - 2011

CBSE

- Highschool education

Experience

Industrial Trainee

Jan 2016 - Jun 2016

Sarovar Portico Jaipur (90 Key), Jaipur

- Completed Training in all concern departments of hotel.

Team Member

Sep 2017 - Nov 2018

The Grand New Delhi, New Delhi

- Responsible for maintaining the guest data base of the hotel.

- Effectively handle the festivity desk twice and achieved the desired target.

Team Leader

Dec 2018 - Sep 2022

The Grand New Delhi, New Delhi

- Responsible for monitoring and managing guest complain, ensure satisfaction and administer efficient follow-up for same to receive feedback.
- Perform regular inspection of food and beverage preparation and presentation and maintain inventory to enhance sale.
- Manage workload and ensure effective working of restaurant & bar activities and maintain excellent standards to meet operation expectations.
- Assist employee team to provide excellent customer service.
- Coordinate with team to meet sales target ensure customer satisfaction and follow company procedure to increase productivity.
- Maintain personal records schedule and reports for all employees.

Assistant Manager Outlet

Oct 2022 - Feb 2024

The Grand New Delhi, New Delhi

- Anticipate and tend to all guest needs.

- Assist with the development of cost control system to reduce waste in food and supplies.

- Brief all employees as a team leader.
- Check all function rooms to ensure they are ready, with all equipment in good working order.
- Communicate regularly with Captains, Managers, Exe Chef and sales department to discuss for upcoming events.
- Consistently observe to ensure all operation run smoothly.
- Greetings the contact person and ensure all needs and expectations are met.
- Responsible to motivate & Lead the entire F&B Team.

Assistant Restaurant Manager

Mar 2024 - Present

Crowne Plaza Gurgaon (234Keys), Gurgaon

- Responsible for daily operations of Cafe G All Day Dinning Outlet.
- Awarded by 3rd ranked outlet in Delhi NCR by TripAdvisor.
- Responsible for Restaurant finance, Administration, Team Development & Hiring.
- Handling VVIP guest with their preferences from check in to check out.
- Managing all daily operations of outlet, ensuring smooth & efficient functioning.
- Oversaw daily bar operations for outlets and banquet, including ordering & inventory management.
- Directed business operations for outlet, consistently meeting & exceeding targets.