

**GIRISH CHANDRA BHATT**

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**110074**

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**CAREEER OBJECTIVE**

**To build a successful career in a progressive and learning organization. Handling challenging assignments successfully and to keep myself on a step learning curve for self-development and contribute significantly towards achieving organizational goals.**

**KEY STRENGTH: Will power, Team Player, Self Driven.**

**PROFESSIONALSYNOPSIS**

**Over 8.5 years of rich and qualitative experience in Hotel and Restaurant Operation (Food & Beverage)/Customer Relationship Management in the Hospitality Industry.**

**Proficient in managing Team, Restaurant operation, inventory management and maintenance of a hygienic environment in the restaurant.**

**To create smooth operation with help of F&B team and focus on generate the revenue for the organisation.**

**Organise marketing activities ,such as promotional events and discount schemes, prepare execute plans for the company.**

**Respond to customer queries and make for them party proposal, analyse and plan restaurant sale levels and profitability .**

**PROFESSIONAL DETAILS**

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| **Jan 2019 to Aug 2019**  **Organization:Unplugged courtyard Connaught Place New Delhi 11001**  **Role : Restaurant Manager** |

**Responsibilities:**

* Make monthly profit and loss of restaurant and follow the daily expenses of restaurant
* Coordinate daily Front of the House and Back of the House restaurant operation, deliver superior service and maximize customer satisfaction.
* Respond efficiently and accurately to customer complaints and regularly review product quality and research new vendors.
* Control operational costs and identify measures to cut waste.
* Create detailed reports on weekly, monthly and annual revenues and expenses.

Promote the brand in the local community through word-of-mouth and restaurant events.

* Recommend ways to reach a broader audience (e.g. discounts and social media ads).
* Train new and current employees on proper customer service practices.
* Implement policies and protocols that will maintain future restaurant operations.

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| **Oct 2016 to Jan 2019**  **Organization:The Maharaja’s Express 122052**  **Role : Food and Beverage Manager** |

* **An ultra-luxury train tour experience-**[**'Maharajas Express'**](https://www.themaharajatrain.com/)**train is the proud recipient of the ‘World’s Leading Luxury Train’ award 7 times voted in a row at the annual World Travel Awards. At present, it’s rated higher than other world-renowned luxury trains such as Royal Scotsman in the UK, Orient Express in Europe & Blue Train, (South Africa.)**

**It is most expensive train in the word, operating 2 Restaurants and 2 Bar and lounges.**

* **Awards have made their way to Maharajas Express since its very inception. The world’s leading luxury train has many accolades to its name. The Indian luxury train has set a record with consecutive wins and service at the World Travel Awards. Also included in its huge list of accolades are the Seven Stars Award in the category of Luxury Hospitality and Lifestyle and. Recognition by media houses, popular publications and audience polls add to the pride of the lavish services of Maharaja Express**.

**Responsibilities:**

* To create a smooth operation as a brand standard with the help of F&B team.

Manage the food and beverage service to consistently meet high standards as defined by the hospitality industry standards.

* Handle all customer inquiries in an appropriate and professional manner.
* Manage Team Member schedules, stock, and wastage levels.
* Ensure Team Members consistently maintain brand standards and high levels of customer service
* Ensure that the industry standard with regard to safety and hygiene
* Champion a training culture within the Food and Beverage team to ensure succession planning, and a culture that exceeds the very best the industry has to offer.

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| **Mar 2015 to 28 Sep 2016**  **Organization:Smokey’s BBQ Grill Cyber City Gurgaon 110022**  **Role : Restaurant manager** |

**Responsibilities:**

* Deliver excellent customer service, at all times, ensuring guests’ comfort and safety
* Deal with all enquires in a professional and courteous manner, in person, on the telephone or via e-mail
* Keep up to date with current promotions and events pricing, to provide information to guests, on request.

To work between corporate and make party proposal.

**Feb 2014 to March 2015**

**Organization**: **Hilton Garden Inn Saket New Delhi-110070**

**Role** : **Food and beverage Executive.**

**Responsibilities**:

* Assists in management of day-to-day operations by managing labour, counting inventory and developing the restaurant team
* Proficient in providing best services to customers by listening to their problem, analysing their issues and giving solutions.
* Recording the preferences of the guests in the customer feedback system so that their like and the preferences and to give a better experience next time.
* Ability to calculate figures and amounts, proportions, percentages, and volumes to track inventory, controls.
* Generating various Reports’Daily Breakage Reports, Daily Update of Discount and N.C. Reports, Inventory Register, monthly and weekly inventory Report, Daily sales Reports.
* Conduct briefings, share targets,updates special events and offers going on in other outlets with team members.

**Jul 2011 to Jan 2014**

**Organization**: **Smoke House Deli, Vasant Kunj, Dlf Promenade,New Delhi-110070**

**Role**  :**Sr Captain**.

**Responsibilities**:

* Regularly greeted customers, took reservations, served food and beverages and maintained the reservation book if necessary.
* Make sure that side work duties were complete and tables were properly set before, during and after opening hours.
* Ensuring immaculate services to the customer and cultivating good relations with customers. .
* Additionally, working as a station Steward in the same outlet for that period.
* Responsible for guest order and prompt service to the guest, bar handling.

**Jun 2010 to April 2011**

**Organization**: **Jaypee Hotels and Resorts, Mussoorrie**

**Role**:  **Steward**.

**Responsibilities:**

* Experimenting & presenting innovative ideas, styles, skills etc in all the operational department.
* Worked in some of the major outlets are initially with the Room Service, Restaurant & Banquets.

**Oct 2009 to Mar 2010**

**Organization**: **Daman Valley Resort. Silvassa, Dadar & Nagar Havelli**

**Role**: **Industrial Training**.

**PROFESSIONAL QUALIFICATION**

**Completed 3 Years B.B.A.Hotel Management from Himalaya Institute of Technology Garwal University 2007 to 2010**

**ACADEMIC DETAILS**

**Completed std. XII (U. A. )Board in 2006.**

**Completed Matriculation from (U.A. )Board in year 2004**.

**PERSONAL DETAILS:**

**SEX                      : Male**

**NATIONALITY      : Indian**

**DATEOF BIRTH      :15-06-1987**

**MARITAL STATUS : married**

**RELIGION               :Hindu**

**LANGUAGE KNOWN :English, Hindi,**

**HOBBIES :Bike Ridding.**

**PLACE: NEW DELHI**

**DATE :**