**JAYANT KUMAR TIWARY**

Mob: 8789323660

E-Mail id: [*tiwary.jayant17@yahoo.com*](mailto:tiwary.jayant17@yahoo.com)

**PERSONAL SUMMARY:**

A highly resourceful, flexible and enthusiastic Guest Service Associate with experience of maintaining high standards of service, Professional, organized, detail-oriented and reliable and having excellent written and verbal communication skills. Ability to provide support, motivation and guidance to junior staffs.

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my personal and professional development.

**TRAININGS:**

* *1O1 Training and Up selling courses by* ***The Lemon Tree Hotels, Hyderabad***
* *Have done 6 months Industrial Training in* ***The Orchid Ecotel, Mumbai****.*
* *Have done Vocational Training in* ***Flury’s and ITC Fortune Kolkata****.*
* *Have done Casual Training in* ***the Park, Hyatt Regency, ITC Sonar Bangla, ITC Fortune, Peerless inn, Kenilworth etc in Kolkata****.*

**AREA OF EXPERTISE:**

* *Preparing drinks & Cocktails.*
* *Hospitality.*
* *Up selling techniques for wine & meals.*
* *Waiting on tables, Taking customer orders, Billings,* handling cash, Credit card payment.
* *Customer service.*

**EMPLOYMENT HISTORY:**

1. ***TRIDENT HOTEL(THE OBEROI GROUP), HYDERABAD***

**Sr. G.S.A November 2015 to june 2017**

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***Responsibilities:***

* *Welcoming guests to the restaurant, escorting them to their table and also informing them of any special offers or meals.*
* *Understand menu content and keeping up to date with any menu changes.*
* *Making recommendations from the menu if requested.*
* *Answer guest queries in a polite and helpful manner.*
* *Full product knowledge of all menu items and hotel facilities and services.*
* *Receive food & drink orders & serve customer requests to the standards required.*
* *Serving dishes to customers at tables.*
* *Ensure timely delivery of all food & beverage items to customers.*
* *Check on customers asking if they are enjoying their meals and service.*
* *Learning the names of & building relationships with regular customers.*
* *Relaying, preparing and setting tables for the next guests.*
* *Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.*
* *Ensuring the food service area is left clean and tidy once all the guests have left. Clearing cutlery and dishes away from tables.*

1. ***LEMON TREE PREMIERE HOTEL, HYDERABAD***

**G.S.A February 2014 to September 2015**

**EDUCATION QUALIFICATION:**

* **BSC.(Hotel Management Catering and Tourism.(2009-2012)**

N.I.M.S, Kolkata, Under Punjab Technical University.

**HOBBIES / INTERESTS:**

* Travelling.
* Watching movies.

**LINGUISTIC SKILLS:**

Can Read, Write and Speak: 1) English 2) Hindi 3) Bengali 4) Bhojpuri

**PERSONAL DATA:**

Father’s Name : Mr. Pramod Kumar Tiwary

Date of Birth : 11-04-1991

Sex : Male

Marital Status : Single

Nationality : Indian

Permanent Address : Madhawapur, Siwan -Siswan Road,

Siwan, Bihar-841203

To sum up my strengths, I have strong will power, Creativity and flexibility. I believe in beating deadlines and assimilating fundamentals.

I hereby declare that all the details mentioned above are true to best of my knowledge.

**Place: Kolkata** (**Jayant Kumar Tiwary)**