**ABHAY RAJ SINGH**

[abhayraj2811@gmail.com](mailto:Harikesh.mcd@gmail.com)

sec-9,bhiwadi,distt-alwar(Rajasthan)

+91-9953286567

**Personal profile**

A creative graduate with technical knowledge of the Hospitality Industry and high levels of customer service awareness. Ability to handle the pressure during busy time. Presently, I am in search of an opportunity, which will assist me in developing my knowledge and skills.

**EDUCATION AND QUALIFICATIONS**

**2006 – 2007** High School from H.B.S.E

Rewari,Haryana

**2008 – 2009** Higher Secondary Education from H.B.S.E**.**

**2010 –2013** BSCHMCTT from Heritage institute of hotel & tourism,Agra

**Work history**

**Feb 2018 to June 2019 - Chicago Pizza**

* Complete management of outlet
* Ensuring day to day activities as per SOPs
* Ensuring hygiene of outlet and staff
* Achieving targets as per KRAs
* Inventory management and matching
* Purchasing as per company guidelines.

**April 2014 to Dec 2017– the coffee bean & tea leaf**

* Inventory management.
* Taking care of all the transfer in-out of any commodity.
* Taking care of receiving stock
* Responsible for closing procedure (making reports )
* Duty roaster
* Attending order on the phone
* Handling cash at the end of the shift.
* Taking care of stock
* Effective customer handling.
* Giving training to new joiners.

**June 2013 to April 2014 - Costa Coffee (world’s second largest coffee chain)**

* Responsible for running the shift in the absence of the manager.
* Taking care of all the transfer in-out of any commodity.
* Attending customers.
* Expert on cold, hot and food section.
* Responsible for closing procedure (making reports )
* Giving training to new joiners.
* Responsible for handling cash during shift .
* Expert BOH MOH FOH.
* Inventory management.

**Dec 2011 – Sept 2012 Cafe Coffee Day**

* I was a certified barista maestro.
* Hosting during operation time.
* Inventory management.
* Attending order on the phone
* Handling cash at the end of the shift.
* Taking care of stock
* **TrainingUndertaken**
* 6 months industrial training from FORTUNE SELECT GLOBAL by ITC group hotel .Learning includes.
* Observing the team handling by supervisor.
* To help the supervisor and assistant manager in serving customers.
* Effective customer handling.
* Inventory Management
* Taking care of food hygiene
* How to manage a party or event with effective manner to solve the customers problems
* Understanding the administration activities.

**Achievements**

* Best trainee of my batch in ITC FORTUNE HOTEL.
* Winner for “**Employee of the month”** many times.

**Training**

* Health and Safety Training
* Hygiene Programme
* Five-star Service Standards and Customer Service Training
* Silver Service Training
* Fire safety training

**Personal Details**

Name : Abhay raj singh

Father Name :Sh. Jai raj singh

D.O.B : 28 NOV ,1992

Sex : Male

Marital Status : Unmarried

Nationality : Indian

Language’s known : English & Hindi

Permanent Address : H.NO.sec-9 bhiwadi , alwar (RAJASTHAN)