***Maulik P. Avasthi***

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I am a diploma holder in Hospitality Management and commercial Cookery. I am a hard working individual with vast experience and knowledge in hospitality industry and event planning. A good listener with self-determination, patience, a self learning person. My ability to work fast and unsupervised can be used to achieve a good position. I am looking for a position in hospitality sector, preferably in the sales & service area. I am working in the hospitality industry for more than 6years.

***Personal Information***

**I have worked in Sydney for nearly seven years. I have moved to Adelaide in July 2010, South Australia.**

* I have Bar tender and Wait staff Certificate, Sydney, Australia
* I have a BARISTA Certificate, Sydney , Australia
* experienced food and beverage assistant manager
* Can work fast and have a can do attitude
* Work autonomously and unsupervised.
* Organized events like birthday parties, weddings and corporate functions as the banquet sales manager

**Work Experience in India**

**Blaster Family Spot (01 June -2015 to till November, 2017)**

**Central Mall, Surat**

**Position:- Manager Banquet Sales**

**Responsibilities**:-

I was appointed as a sales manager but given responsibilities of the entire floor. The key responsibilities are as under.

* Develops menus that drive sales.
* Solicits/books local catering business and develops group business.
* Develops and manages catering sales revenue and operation budgets, and provides forecasting reports.
* Works with the management sales/marketing plan addressing revenue, customers and market.
* Did the selling, implementation and follow-through of catering promotions.
* Executes and supports the operational aspects of business booked (e.g., generating proposal, writing contract, customer correspondence).
* Verifies that the property implements a seamless turnover from sales to operations and back to sales while consistently delivering high level of service.
* Monitors the effective resolution of guest issues that arise as a result of the sales process by creating mechanisms to channel issues to property leadership and/or other appropriate stakeholders.
* Maintains successful performance by increasing revenues, controlling expenses and providing a return on investment for the owner.
* Implements the brand's service strategy and applicable brand initiatives in all aspects of the sales process.
* Performs other duties, as assigned, to meet business needs.

**Building Successful Relationships**

Interacts effectively with guests/clients, sales and kitchen, vendors, competitors, local community in order to monitor guest satisfaction.

* Executes exemplary customer service to drive customer satisfaction and loyalty by assisting the customer and monitoring their satisfaction before and during their program/event.
* Serves the customer by understanding their needs and recommending the appropriate features and services that best meet their needs and exceed their expectations, while building a relationship and loyalty to the organization.
* Partners with key stakeholders within Area Sales to receive warms leads for more in-depth qualification of the business for the property.

**Summary**

Vendor and Agency Management, Result oriented and self motivated. Budgeting, Revenue forecasting, Departmental expenditure forecasting, Revenue target setting, Mentoring and developing talent

**Hotel Welcome Palace (January, 2014 to January, 2015)**

**Position:- Hotel Manager**

I worked as a hotel manager at Hotel Welcome Palace, Piplod, Surat. I was responsible for the entire property and appointing a staff. Key responsibilities are as under.

**Responsibilities**:-

* planning and organising accommodation, catering and other hotel services;
* promoting and marketing the business;
* managing budgets and financial plans as well as controlling expenditure;
* maintaining statistical and financial records;
* setting and achieving sales and profit targets;
* analysing sales figures and devising marketing and revenue management strategies;
* recruiting, training and monitoring staff;
* planning work schedules for individuals and teams;
* meeting and greeting customers;
* dealing with customer complaints and comments;
* addressing problems and troubleshooting;
* ensuring events and conferences run smoothly;
* supervising maintenance, supplies, renovations and furnishings;
* dealing with contractors and suppliers;
* ensuring security is effective;
* carrying out inspections of property and services;
* ensuring compliance with licensing laws, health and safety and other statutory regulations.

**Club O7 (October 2012 to December 2013)**

**Position: Sales Manager**

**Roles & Responsibilities:**

My key role was to look after sale of the only banquet, lawn which can accommodate nearly 1200 people function, club membership and catering.

* Achieve growth and hit sales targets by successfully managing the sales team
* Design and implement a strategic business plan that expands company's customer base and ensure its strong presence
* Own recruiting, objectives setting, coaching and performance monitoring of sales representatives
* Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
* Present sales, revenue and expenses reports and realistic forecasts to the management team
* Identify emerging markets and market shifts while being fully aware of new products and competition status

**Personal information**:

Name: Maulik Pramodkumar Avasthi

DOB:20/07/1977

Married: Yes

Children: One Son

**References:-**

Can be furnished upon request.