##### Khuman Singh Chauhan

F&B Manager - Ginger Hotel, Vapi.

**E-Mail:** Khumaan81@gmail.com

**Mobile: +91 8487922962** **Guest Relations I Corporate Hospitality I Human Resources I Corporate Tie ups I Sales & Marketing I Menu planning I Customer Service**



**PROFESSIONAL SYNOPSIS**



An outgoing, dynamic and sales focused professional who has a relentless drive to deliver more than just results. Have a track record of effectively leading and managing all aspects of a restaurant, and of making guests feels cared for, valued, and respected. Possesses an analytical and expedient approach to problem solving. Well versed in custodial staff management, client complains handling and budgetary monitoring. Constantly looking to introduce new products and services that will meet the needs of tomorrow's savvy global eaters.

**CAREER HIGHLIGHTS**



**Summary:**

Commanded leadership role to enhance service level of restaurant in all aspects. Ensure customers receive quality service, which adds to hotel's reputation.

**Responsibilities**:

* Develops high performing restaurant sales and operation teams resulting in increased revenues and higher market share.
* Supervised f&b teams in performing different operations efficiently and flawlessly.
* Prepared work schedule and allocated responsibility to staff as per direction.
* Supervised front office functions of hotel such as receiving and handling guests.
* Analyzed sales figures of restaurant from time-to-time and sets future targets accordingly.
* Managed overall budget of restaurant which includes preparing current budget and managing expenses.
* Planned and organized accommodations, catering and other restaurant services.
* Assisted in carrying out important functions related to maintenance and renovations of restaurant.

**Achievements:**

Researched market to establish marketing strategies and improved restaurant positioning – Defined future plans and ways to improve restaurant profits. Put these plans into actions and achieved outstanding results.

**Specialties:**

Customer Relations, Customer Service, Sales & Marketing, Merchandising, Communication Skills, Exhibitions etc.

**WORK EXPERIENCE**

**CAMA HOTELS, Ahmedabad, F&B Manager, August 2019 to present.**

**GINGER HOTEL , Vapi, F&B Manager December 2017 to November 2018.**

**THE UNFORGETTABLE RESTAURANT, Restaurant Manager, June 2014 to November 2017.**

**DANGEE DUMS, Ahmedabad, Gujarat, Café Manager, November 2012 to May 2014**

**FIRE & FLAMES (DISC. & LOUNGE)** **Ahmedabad, Gujarat, Kitchen Supervisor,** **June 2011 to October 2012**

**MOCHA IIM Road, A’ bad Gujarat Sr. Host,** **October 2005 to April 2011**

**KHYBER RESTAURANT , Fort Mumbai, Steward,** **March 2001 to August 2005**

* Maintaining a high level of professional appearance, ethics and image of self and subordinates
* Resolving guest complaints with immediate action without sacrificing revenue and customer relations.
* Implementing and supporting company policies and procedures.
* Coordinate with the senior management in terms of business.
* Maintaining warm hospitable relation with the all guests.
* Computer software and reports generating.
* Performed simple bookkeeping activities, such as balancing cash accounts.
* Review accounts and charges.
* Delivering high-value services to upscale clients for exalting their satisfaction levels.
* Handling operational functions like pre-shift staff briefings, checking the duty roster, shift management and so on.
* Answered inquiries pertaining to restaurant services, bookings of guests.
* Co-ordinate with operating staff for upkeep of equipment in perfect working order.
* Computed inventories maintain stock and help purchase manager.
* Taken charge of day-to-day operation and controlling expense to keep a healthy bottom line.
* Created, developed and implemented all formalized operational systems and procedures including check lists and kitchen job description.
* Responsible for the beverage inventory for the restaurants.
* Date-stamped, sorted and racked incoming mail and messages.
* Advised housekeeping staff when and wherever necessary.
* Key result areas consisting of monitoring of guest service and satisfaction levels, compliance and adherence to high standards.
* Responsible for inventories and maintaining par stocks.
* Maintaining high level professional appearance, ethics of self and subordinates
* Implementing and supporting company policies and procedures

**PROFESSIONAL QUALIFICATION**



* Passed Higher Secondary, from National open School Mount Abu, in 1998

**Skill summary**

* **Computers:** MS Office **(**MS Word, MS Excel, MS PowerPoint), internet network, trouble shooting.
* **Business:** Product research, business correspondence, client liaison, purchasing, sales, inventory and customerService.

**PERSONAL DETAILS**



Date of Birth : 30th December 1983

Place of Birth : India

Passport Number : P1071385

Nationality : Indian

Marital Status : Married

Driver’s License : Valid – India