

HARSH CHAWLA

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📍 12, Parikh Colony, B/H Navnirman School, Ranip, Ahmedabad

Objective

A result oriented professional with over 5 years of experience in Hospitality Operation Management. Proficiency in handling a various range of F&B Operations , Preopening of Hotels, Retail Operation, Training & Inventory Control, Customer Service. Proficiency in developing systems, controls and Customer service Standards.

Experience

Reliance Retail Ltd

07/06/2021 -

Assistant Manager (Food Department)

- Responsible for all activities related to Department Handling.
- Manage schedules for all associate & make changes as per requirements.
- Doing timely Dump Tracking will help to decrease the losses in store.
- Direct Store Delivery will check each and every point of bill.
- Count correction will help to maintain inventory and also help us to check if any cross selling is not happening.
- Provide a customer service will help us to increase the customer walking and Sale.
- To check Receiving and Returns of DC, CPC & DSD of the store to help us not generate the name in pendency.
- Responsible for controlling shrinkage, dump & markdown.

Grand Mercure

14/10/2019 -

Food And Beverage Team Leader

27/05/2021

- Worked as a Team Leader in F&B Department.
- Responsible for overall supervisor In, planning, controlling and co-ordinate with activities of assigned outlet.
- Establish and maintain seamless co-ordination & co-operation with all departments of hotel to ensure maximum cooperation, productivity and guest service.
- Ensure that team has been trained for all safety provisions.
- Motivate and develop the team to ensure smooth functioning of the outlet and promote the team work.
- Ensure to maintain high standards of quality control, hygiene, health and safety in all areas of events.
- Ensure that quality is maintained in all aspects of the work and as per standards.

Novotel Ahmedabad

20/07/2017 -

Guest Service Associate

10/10/2019

- Worked as a guest service associate in F&B Department (Banquet)
- Responsible for the all events which is assigned to me will go smoothly.

- Archive guest satisfaction and organization profitability through effective utilization of all resources.
- Ensure to continuously delight the customer by offering trend setting and innovative products and services.

Novotel Ahmedabad

11/2016 - 01/2017

Vocational Trainee

- I have done my specialization Training in FOOD & BEVERAGE Department for two months

Le Meridien

10/2015 - 03/2016

Industrial Trainee

- I have done my Industrial Trainee from Le Meridien Jaipur in Major All Four Department.

Education

2014-2017

Dr.Baba Saheb Ambedkar Open University

BBA In Hotel & Tourism Management

B

2014

Gujarat Board

HSC

B

2012

Gujarat Board

SSC

B

Skills

Guest Handling Inventory management Team Management Problem Solving Decision making

Personal Details

Nationality : Indian

Language : English, Hindi & Gujarati