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**DOB :** 28<sup>th</sup> November 1991  
**Nationality :** Indian



## **ACADEMIC CREDENTIALS**

Qualification	University / College	Year of Passing
BHMCT	WBUT	2013

Qualification	Board	Year of Passing
AISSCE	CBSE	2009
AISSE	CBSE	2007

## **PROFESSIONAL SKILLS**

### **BHMCT : Bachelor in Hotel Management and Catering Technology with applied Nutrition**

- An incisive professional with over 11 years of experience in Operations' managing involves Food and Beverage management in the hospitality sector
- Adept at providing service operations, understanding guests' requirements, and providing services accordingly. Leading teams to ensure the accomplishment of service deliverables.
- Possess a focused, guest-oriented approach with excellent relationship management skills and efficiency in dealing with guests of different portfolio.
- Skilled at drafting Standard Operating Procedures and subsequently framing procedures to align the systems/processes/policies with the business goals (Organization Alignment).
- Resourceful at evolving effective procedures, establishing service standards, and operational policies with proven ability in reducing operational costs through effective cost control measures.
- Ability to lead, mentor & motivate the team. Keen planner & strategist with a detailed oriented approach towards achieving business objective.

- Good communication skill. Passion for customer satisfaction
- Fast learner, inventory control and record keeping
- Service-oriented staff scheduling
- Prompt Decision Making
- Knowledge of MS Excel, word and PowerPoint.
- Knowledge of Opera, Micros, Micros net view point, Prolific and Touché.

## **WORK EXPERIENCE**

### **Operation Manager**

**Working as an Operation manager with District 6 Kraft Properties, 3<sup>rd</sup> March 2023 to till now.**

- Managing department's controllable expenses to achieve or exceed budgeted goals
- Managing profitability of the department.
- Prepared for and executed new menu implementations
- Correctly calculated Beverage inventory and ordered appropriate supplies
- Responsible for handling day to day operation
- Developed, implemented, and managed business plans to promote profitable food and beverage sales.
- Having a positive relationship with the guest.
- Formulating the processes for smooth execution of restaurant operations.
- Promoting restaurants with active tele calling and other marketing tools.
- Determining menu prices based on food cost, competition, and target audience.
- Launched special food and drinks menu as per seasonal appetite.
- Launched special food and drinks menu as per seasonal appetite.
- Managing staff as per budgeted cost.

### **Bar Supervisor**

**Worked with J W Marriott, 26<sup>th</sup> October 2022 to 8<sup>th</sup> January 2023.**

- To be leader of a huge 60 nos. of big team members for the FIFA World Cup 2022 shutdown.
- To handle the requisition and inventory for 12 Bar Kiosk @ QetaiFan Island near Lusail Stadium.
- To hand over the daily consumption and sales report to the cost controller.

- To make sure team is doing well as per company SOP's

**Asst. Restaurant Manager**

**Worked with The Lalit Ashok Bangalore 1<sup>st</sup> April 2021 to 31<sup>st</sup> June 2022.**

**Food & Beverage Executive**

**Worked with The Lalit Ashok Bangalore 1<sup>st</sup> Feb'2017 to 31<sup>st</sup> March 2021.**

**Food & Beverage Senior Associate**

**IBIS Novotel Tech-park hotels and Resorts, Bangalore**

**17th September, 2016 to 31<sup>st</sup> Jan'2017.**

- Demonstrated genuine hospitality while greeting and establishing rapport with guests
- Guided guests through menus while demonstrating thorough knowledge of the food, beverages, and ingredients
- Maintained table settings by removing courses, replacing utensils, and refilling beverages promptly and courteously
- Skillfully promoted items on beverage lists and restaurant specials
- Received frequent customer compliments for going above and beyond normal duties
- Assisted with guest enquiries, take-out orders, and restaurant cleanliness

**BARMAN**

**The Crystal palace hotel, Bahrain,**

**Barrel 1st July 2015 to 30th June**

**2016.**

- Maintain Daily Consumption of Beverage for inventory record.
- Maintain Par requisition of Beverage on a weekly basis.
- Making Cocktails and Mocktails as per guest order during Operational hour.
- Helping other bar outlets during busy operations and for relieving bartenders.

**THE LALIT ASHOK BANGALORE HOTEL**

**FOOD & BEVERAGE ASSOCIATE- COFFEE SHOP**

**14<sup>th</sup> Oct. 2013 to 15<sup>th</sup> March 2015**

**Training Session -**

- Attended the **Up-selling** training at The Lalit Ashok Bangalore.
- Attended various training sessions on **WINE & COFFEE**.
- Attended Train the **trainer**.
- Successfully completed **Fire Fighting and First Aid Training** conducted by Crisis Management Pvt. Ltd.

## **TRAINING EXPERIENCE**

<b>Organization</b>	<b>The Lalit Ashok Bangalore</b>
<b>Department</b>	<b>Four Major Departments</b>
<b>Duties</b>	<b>Serving according to the service standards of the hotel.</b>

### **CERTIFICATION**

**I, Nandlal Kr. Rana, declare that the information mentioned above is true & to the best of my knowledge & nothing has been concealed or distorted.**

**Warm Regards**  
**(Nandlal Kumar Rana)**