

NAME : Nandlal Kumar Rana
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Date of Birth : 28th 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

- **BHMCT- Bachelor in Hotel Management and Catering Technology.**

PROFESSIONAL SNAPSHOT

- 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 objectives

SKILLS

- 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

Restaurant Manager

Joined as Assistant Restaurant manager and now got Promotion, Currently Working with District 6 Kraft Properties, 3rd March 2023 to till date.

Bar Supervisor

Worked with J W Marriott, 26th October'2022 to 8th January2023.

- To been leader of a huge 60nos. of big team members for the FIFA World Cup 2022 shutdown.
- To handle the requisition and inventory for 12 Bar Kiosk @ QuataiFan Island near Lusail Stadium.
- To hand over the daily consumption and sales report to the cost controller.
- To makes sure team is doing well as per company SOP's

Asst. Restaurant Manager

Worked with The Lalit Ashok Bangalore 1st April'2021 to 31st June'2022.

- 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

Food & Beverage Executive

Worked with The Lalit Ashok Bangalore 1st Feb'2017 to 31st March'2021.

- 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

Food & Beverage Sr. Associate

IBIS Novotel Tec park hotels and Resorts, Bangalore

17th September, 2016 to 31st Jan'2017.

- Demonstrated genuine hospitality while greeting and establishing rapport with guests
- Guided guests through menus while demonstrating through 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 restaurants specials
- Received frequent customer compliments for going above and beyond normal duties
- Assisted with guest inquiries, take-out orders, and restaurant cleanliness

The Crystal palace hotel, Bahrain Barman, Barrel

1st July 2015 to 30th June 2016.

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

THE LALIT ASHOK BANGALORE HOTEL

FOOD & BEVERAGE ASSOCIATE- COFFEE SHOP

14th Oct. 2013 to 15th March 2015

Training Session -

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

TRAINING EXPERIENCE

Organization	○ The Lalit Ashok Bangalore
Department	Four Major Departments
Duties	Serving according to the service standards of the hotel.

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.

Yours Sincerely,

(Nandlal kr. Rana)