

Curriculum Vitae

Abhishek Kumar

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Lucknow-206010

PROFESSIONAL SYNOPSIS

- A multi-skilled Hospitality professional with a gratifying career of over Twelve years in the areas of food & beverage service strategy development & implementation, Restaurant marketing, Policies & procedures, Employee training, Inventory management, and Team management at various environments.
- Proficient in Food & Beverage service standards, process implementation, team building, team motivation, menu planning, sales & marketing strategy, Event management and administration.
- Demonstrated strengths in operational planning and scheduling various food promotions.
- Ability to handle difficult situation tactfully.
- Possesses excellent interpersonal, communication and organisational skills with proven abilities of leading motivated teams towards achieving organizational goals.
- Currently associated with the Hotel Clarks Avadh, Lucknow as an Assistant Manager (Food & Beverage Service and Training)

SIGNATURE SKILLS & LEADERSHIP EXPERTISE

Manpower Strategy

Menu Planning

Inventory Management

Sales & Marketing Strategy

Food & Beverage Marketing & Promotions

Banquet Sales & Events Management

Report Compliance

Talent Development

Business Development

Revenue Management

Room Service set-up

Restaurant Planning

CAREER HIGHLIGHTS

The Fresh Factory (Lucknow).

As a Restaurant General Manager, April 2022 to present

- Strongly control and track P&L on daily basis.
- Monitor closely individual Team member and Shift Manager Performance regularly.
- Strictly follow and keep up to date all legal documents and operational setup for Audit.
- Organize daily briefing and Training to ensure everyone up to date with product knowledge.
- Tracking food cost and inventory on daily basis. Produce the best food cost results at month end.
- Take strong responsibility to produce store high sales and profitability at end of the month.

FARZI CAFÉ DOHA as a Assistant Restaurant Manager, from Nov-2018 to till March-2022

- Working with Sales & Marketing Team to generate maximum revenue for the Restaurant.
- Setting departmental strategies and goals to achieve operational targets.
- Scheduling duty roster and key area responsibility of individual team member.
- Control Restaurant bills, reports, credit policy and reconciliation as per Restaurant standards.
- Responsible for conduct training programs for staff in regard to all aspects of workplace performance.
- Conduct daily briefing and discuss about sales, budget, service implementation and guest feedback.
- Supervise and provide outstanding services to the guest for maintaining the brand value.

② HYATT ANDAZ New Delhi Atrocity as a TEAM LEADER (Apr-2017 to Oct-2018.

- Worked closely under the supervision of Restaurant Manager.
- Planned, developed and implemented the Restaurant revenue, profitability and quality standard
- Ensure policies and standard operating procedures are followed consistently and look for area of opportunity.
- Looking after the overall Restaurant operations on regular basis.
- Responsible for preparing duty roster and key area responsibility of individual team member.
- Organize daily briefing and discuss about sales, budget, service implementation and guest feedback.
- Responsible for checking the quality and size of the servings, the organizing of stock, ordering food and drink supplies and maintaining equipment.
- Develop coordination and communication with other departments to increase the productivity standards.
- Responsible for prior planning of upcoming food festival and promotions of the Restaurant.
- Looking after the Banquet sales and operations as per hotel standards.
- Responsible for planning to look after the service of Government officials and Celebrity.
- Responsible for conducting the departmental training of all team members.

② JW MARRIOTT New Delhi Atrocity As a GSA From (Nov-2014 to Jan-2017).

- Responsible for the smooth operations of designated Restaurant to ensure guest feel delight.
- Check all items before serving to the guest to ensure the highest quality products being served.
- Maintain all official file, format, and system reports on regular basis.
- Maintain coordination with maintenance department to rectify the Restaurant interiors, electrical system, furniture and fixtures on time.
- Responsible for ordering the Restaurant equipments purchase order and specifications.
- Assisted Food & Beverage controller to maintain the proper bar inventory of the Restaurant.
- Conduct basic departmental training of individual team member.

• ZERRUCO (The Ashok Hotel) As a Sr. Steward from (Feb 2014- Nov 2014)

- Worked closely under the supervision of Restaurant Manager.
- Responsible for maintaining staff training and orientation session regarding Food & Beverage service standards.
- Effective accountability of liquor inventory stock of the Restaurant on regular basis.
- Conduct regular inventory for par levels of food, beverage and paper supplies.
- Measure individual team performance records for appraisal.
- Cooperate Human Resource Department for hiring ODC boys, Industrial Trainees, from the outside.
- Prepare leave register, staff suggestion book, office orders files and formats properly.
- Motivate and develop the team to ensure smooth functioning of the department.
- Meet individual guest and take feedback to ensure all guest feel delight.
- Handle additional responsibilities as and when delegated by Management.
- Played a key role in ensuring the successful launch of Coffee Shop Restaurant

INDUSTRIAL TRAINING

- I had completed my six months industrial exposure training from **RADISSON, VARANASI (India)**

ACADEMIC QUALIFICATION

10+2 from B.S.E.B., Patna.

10th from B.S.E.B., Patna

PROFESSIONAL QUALIFICATION

- I have completed my Bachelor's in hotel management from Heritage Institute of Hotel and Tourism Shimla (INDIA)

PERSONAL DETAILS

• Name	:	Abhishek Kumar
• Date of Birth	:	10/07/1990
• Father,s name	:	Mr. Jai Prakash Mall
• Marital Status	:	Unmarried
• Nationality	:	Indian
• Gender	:	Male.

- The curriculum vitae will speak volume of my efficiency experience. If I am selected for the post of as per vacancy. I am assuring you that I will prove an asset for your esteemed organization.

(Abhishek Kumar)