



Shivam Rakesh Mishra

Mumbai/ Bangalore

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Summary

- A highly motivate and result oriented hotelier with 3 years 6 months of rich exposure in food & beverage service.

Education

- **Mumbai University** 2021
BSc. (Hospitality Studies) Kohinoor College of Hotel & Tourism Management Grade - A

Experience

- **Hilton Bangalore Embassy Golflinks** July/2024 - Till date
Food and Beverage Executive
 - Manage day- to- day operation, including:
 - Equipment inventory, maintenance, and repair.
 - Monitoring and controlling stock levels of perishable products.
 - Linen management.
 - Accurate billing and financial transactions.
 - Responsible for the training and developing the team.
 - Interacts with guest to obtain feedback on product quality & service levels.
 - Leading and empowering the staff to create personalized guest service.
 - Verify event setup, Audio-Visual requirements, according to Banquet Event Orders(BEO)
 - Maintain store appearance according to event requirements.
 - Maintain cleanliness and safety standards in all areas, including front and back- of the – house.
- **Taj Amer Jaipur (PRE-OPENING)** Nov/2022 - July/2024
Guest Service Associate 1year
8month
 - Oversee management of 16,000 sq. ft. banqueting area, 6 meeting rooms (3,000 sq. ft.) and 16,000 sq. ft. Lawn.
 - Attend all pre- shift meetings to ensure events flow smoothly.
 - Responsible for banquet setup, meeting room setup & guest service.
 - Handling parties & Events in an effective manner.
 - Handling soft and hard beverage and CCG inventory.
 - Worked in Emperor Lounge / Bar/Restaurant.
 - Butler for VIP'S and Room's.
 - Allocate staff and Casual.
 - Handling banquet bar.
 - Doing financial closing.
- **The Lalit Mumbai** Nov/2021 - Nov/2022
Guest Service Associate 1year
1month
 - Responsible for banquet setup, meeting room setup & guest service.
 - Worked in Bar/Restaurants/Banquet.
 - Handling parties & Events in an effective manner.
 - Handling soft and hard beverage and CCG inventory.
 - Handling banquet bar.
 - Procure and organize ingredients for operation.
- **Chinese Wok Mumbai** July/2021 - Nov/2021
Comi-III
6months
 - Responsible for preparing various Chinese dishes and other kitchen works.

Skills

- Good listener.
- Team management.
- Leadership.
- Patience.
- Quick learner.

Language

English, Hindi and Marathi.

Core Competencies

- Event planning.
- Requisition.
- Inventory management.
- Supervision.
- Staff retention.

Software Knowledge

- MS OFFICE: Web Prologic, POS ultra, Micro, Opera, Word, Excel, PowerPoint, Info genesis
- INTERNET: Emails, Google Search, social media

Achievement

- Best grooming of the month. (TAJ AMER, JAIPUR)
- Best Butler for wedding guests. (TAJ AMER, JAIPUR)
- Associate of the quarter. (TAJ AMER, JAIPUR)
- Appreciation letter from Ram Bagh Palace-No.1 Hotel in the world-2023 by TripAdvisor.
(celebrate 50 years of custodianship of India's treasured landmark)
- Appreciation letter from Taj Fateh Prakash Palace.
- Teamwork November -2024 (Hilton Bangalore EGL)
- Star Executive For The Month of December -2024 (Hilton Bangalore EGL)

Signature: Shivam Mishra
Place: Bangalore