



Deepak Nautiyal

Raj Vihar Phase-1, Jagjeetpur,
Kankhal, Haridwar, Uttarakhand [India]
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Career Objective

Seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization. Restaurant Industry professional with 15+ years of experience in F & B Service outlets and customer relationship.

Highlights

- Work well under pressure
- Highly responsible and reliable
- Exceptional interpersonal skills
- Extensive hospitality background
- Food safety understanding
- High-volume dining
- Point of sale (pos) system Operation

Job Profile

- To manage and overlook food and beverage service, ensure a courteous, professional, efficient and flexible service consistent with company's international standard policies and procedures in order to maximize guest satisfaction.
- Responsible for making P & L (profit and Loss) of the restaurant.
- To make weekly duty roster, yearly Vacation plan, to notify payroll department of work schedules and time records. To assign duties and shifts to the employees and co-ordination with other departments in regards to service need as accounts, Stewarding, Laundry and overlooking bar in orders to control the coast of beverages was also including in my duties.
- Group reservations, Updating Competitors list, making purchase request.
- Resolve complaints regarding food or service.
- To observed performance to ensure that restaurant Standards are fulfilled and established operating procedures.
- Ensured adherence to cooperate service standards and F & B policies and procedures.
- To assess staff performance and provide reports identifying staff strength and areas need development.
- To communicate with staff regarding all the latest update/changes to procedures, special information and important notification from the management.
- To display exemplary behavior to maintain a safe work environment and be a role model for the team.
- Supported, guided and coached team members to be caring, warm and courteous to all guests regardless of class, nationality, culture, race or creed so that customers are treated equally without discrimination.

EDUCATION QUALIFICATION

- Higher Secondary Certificate (12th) Board of School Education Uttarakhand [India] 2006.
- Secondary School Certificate (10th) Board of School Education Uttarakhand [India] 2004.

PROFESSIONAL EXPERIENCE

F&B Senior Captain from 29TH May 2022 To Till Date

Alzain Food Express Muscat [Oman]

- Excellent leadership, team management, presentation, communication& problem solving.
- Assists to ensure that Food & Beverage activities in outlet as per standards of Restaurant and brand.
- Planning training calendar and learning session for team.
- Attending daily meeting.

F&B Captain from 1ST Feb 2020 Till 15TH May 2022

The Alcoholic Project (TAP) Bar & Lounge Haridwar Uttarakhand [India]

- Managed different areas of restaurant operations such as customer relations, vendor relations and inventory control.
- Co-ordinate with all departments & conducting meetings.
- Menu planning for upcoming event& promotions.
- Guest satisfaction, up selling.
- Innovative ideas sharing with team members.
- Updating all revenue reports and day to day trainings.

F&B Captain – From 28Th September 2011 Till November 2019

Copper Chimney Muscat [Oman]

- Assists to achieve monthly and annually outlet budget.
- Assists to ensure that Food & Beverage activities in outlet as per standards of Restaurants and brand.
- Contacts regular department communications briefings and meetings in absence of Restaurant Manager.
- Plan and organize the various Restaurant services including Buffet & Ala-Carte services, and other ancillary services.
- Implement the service quality standards in meeting and delighting the guest and offering all the restaurant amenities.

Senior Steward From 1ST Feb 2009 Till 15TH July 2011

The Shelter Farm Bar & Lounge Thane - Maharashtra [India]

- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guest's expectations. Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests. Greeted Guests and communicated about wait time.

Steward From 1ST May 2007 Till 31ST January 2009

Rangala Punjab Multicuisine restaurant Thane - Maharashtra [India]

- Managed closing Duties, including restocking items and reconciliation of the cash drawer. Skillfully anticipated and address guest's service needs.
- Appropriately suggested additional items to customers to increase restaurant sales.

SOFTWARE SKILLS

Office Automation: MS word, Excel

Personal Details

Father's Name : Mr. Jagdish Prasad Nautiyal
Date of Birth : 28/03/1990
Gender : Male
Nationality : Indian
Marital Status : Married
Languages : English & Hindi
Height : 5'7"

Passport Details :
Passport No. : U 4758415
Date of Issue : 15/07/2020
Date of Expiry : 14/07/2030

Deepak Nautiyal

Date: 01/04/2025

Place: Uttarakhand [India]