



Shivam Rakesh Mishra

Mumbai/ Bangalore

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Summary

- A highly motivated 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 guests 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 1 year

8 months

- 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 1 year

1 month

- 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

6 months

- 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