

Babli Kumar

Hospitality Professional



**Address** Palampur,

Himachal Pradesh 176061

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Ambitious accomplished in surpassing targets. Expert in building connections with customers for maximum acquisition and retention. Delivers above-average revenue consistently.

### **Work History**

**Dec:-2020 To Till the date**

**Banquet Sales Executive**

**JüSTA Hotels & Resorts, Palampur Himachal Pradesh**

- Responsible for overseeing all aspects of event planning, from initial client inquiries to post-event follow-up.
- Building and maintaining relationships with clients is essential for repeat business and positive word-of-mouth referrals.
- Ensuring the quality of service and guest satisfaction is paramount in the hospitality industry.
- Building a strong network of industry contacts is essential to generate leads and referrals.
- Negotiate contracts with clients, including pricing, terms and conditions, and event details. Ensure that contracts are legally sound, accurately reflect the client's needs and expectations, and protect the interests of the venue.

### **F&B Incharge**

**Dec.2018 - June 2019**

**Orchid Resort , Palampur**

- Lead the front-of-house staff during shifts, ensuring a high level of service and guest satisfaction.
- Set an example of professionalism, courtesy, and efficiency for the team.
- Assign tasks and responsibilities to staff and ensure they are completed effectively.
- Ensure guest needs are met and exceeded, contributing to a positive dining experience.
- Assist in tracking and managing revenue, expenses, and billing accuracy.
- Ensure staff adherence to service standards and enforce company policies and procedures.

**Sr. Captain****Dec.2017 – Dec.2018****RS Sarovar Portico, Palampur Himachal Pradesh**

- Ensure to provide proficient and professional Food & Beverage service to the guests by meeting and also exceeding their expectations.
- Welcome the guests by greeting them as per the standards.
- Respond to customer queries by resolving issues in a timely and efficient manner to ensure customer satisfaction.
- Ensure to attend to guest complaints, requests or inquiries regarding the food and services.
- Establish and maintain seamless co-ordination & co-operation with all departments productivity, morale and guest service

**Banquet Executive****Nov.2010- Dec.2017****Blue Sapphire Clarks Inn Haldwani, Uttrakhand**

- To ensure all function rooms are well set up in accordance with Banquet Event Orders.
- Responsible for smooth operations of the events and achieving a high level of guest satisfaction.
- Supervise and ensure the cleanliness of operation areas, including back-of-house.
- Work closely with the Banquet Operations Manager to coordinate and organise all banquet functions and logistic matters.
- Take initiatives to rectify issues when guests express their feedback.
- Monitor the quality and quantity of all food and beverage items served to event attendees.

**Trainee Captain****Sept.2008-Oct.2010****Le Royale Residency, Pune , Maharashtra**

- Ensure to provide proficient and professional Food & Beverage service to the guests by meeting and also exceeding their expectations.
- Welcome the guests by greeting them as per the standards Respond to customer queries by resolving issues in a timely and efficient manner to ensure customer satisfaction.
- Ensure to attend to guest complaints, requests or inquiries regarding the food and services.
- Establish and maintain seamless co-ordination & co-operation with all departments' productivity, morale and guest service.
- Learning the facilities of the hotel and the daily events and functions in order to satisfy guest enquiries.
- Should Have knowledge of food and beverage menu items. Should have knowledge of wines and spirits.
- Well Groomed, Menu Knowledge, Good Communication Skill, Salesmanship qualities

**Steward****Jan.2008-Sept.2008****Lords Plaza Surat, Gujarat**

- Greeting customers, guiding them to tables and delivering drinks from the bartender.
- Clearing, cleaning and setting tables.
- Ensuring serving stations are stocked with cutlery, napkins, trays, and condiments.
- Sweeping and mopping floors in the restaurant, bar, and kitchen.
- Scraping food plates, pans, and pots.
- Moving used linen in and out of housekeeping.

**Industrial Training****May2006-Apr.2007****Lords Park Inn Surat, Gujarat****Professional Qualification**

One Year Craft course from Q.S.C institute of Hotel operations Dari, Dharamshala Passing year 2007

**Educational Qualification**

12<sup>th</sup> Passed from Govt. Sr. Sec. School Parour, Himachal Pradesh Passing Year 2006

**Personal details**

Date of Birth:-06-12-1989

Nationality: - Indian

Marital Status: - Married

Gender: - Male

Religion: - Hindu

**Skills**

Staff Training

Event Planning

Inventory Management

Menu Planning

**I hereby declare that the information provided is true and accurate to the best of my knowledge**