

TARUN PRAKASH AGARWAL

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Career Objective

- ♦ Creative professional with unique style of handling the guests service and operations.
- ♦ Seeking an employment which enhance my experiences, skills, knowledge, and expertise in hospitality industry .
- ♦ Ensure guests satisfaction by achieving delivery of service quality norms , through interaction , prompt handling and complaint resolution .
- ♦ Aiming to Enhance Guest Relation / Experiences, Optimize Revenue, through efficient team leadership and innovative food & beverage strategies.
- ♦ Committed to Uphold brand legacy of excellence by delivering class service, and contribute to organization profitability and reputation.

Professional summary

Dedicated hospitality management graduate with a passion for delivering exceptional customer service. Skilled in team leadership, communication, and problem-solving. Seeking an opportunity, to apply knowledge and gain practical experience in restaurant operations.

Academic Qualification

- Master's Degree – Operations Management, NMIMS, Mumbai.
- B.sc in Hospitality Management, UEI-Global, Institute of Hotel Management, Agra.
- Bachelor's of Hotel Management, Maharaja Agrasen Himalayan Garhwal University, Uttarakhand.
- Intermediate – CBSE, Sheerwood College, Jhansi.
- Matriculation – CBSE, Sheerwood College , Jhansi.

Work Experience

F&B - Restaurant Manager (HOD)

Bandhavgarh, M.P.

October'24 – Current

Tree Of Life Hotels and Resorts

- Ensure exceptional customer service by training staff in hospitality standards.
- Develop work schedules, assign duties, and foster a positive work culture.
- Handle guest inquiries, feedback, and complaints to enhance overall satisfaction.
- Implement SOPs to maintain quality standards and enhance operational efficiency.
- Ensure adherence to food safety, hygiene, and local health regulations.
- Conduct regular audits and inspections to uphold industry standards.
- Manage budgets, track expenses, and optimize operational costs.

F&B – Assistant Restaurant Manager (HOD)

Manali, H.P.

Oct'23 – Sep'24

Bookmark Resorts- Justa Hotels and Resorts

- Oversee and manage all F&B service operations, ensuring smooth functioning across restaurants, bars, in-room dining, and Lawn.
- Coordinate with the culinary team to ensure timely service, menu execution, and guest satisfaction.
- Manage vendor relationships and ensure the procurement of quality products while controlling costs.
- Conduct regular training sessions on service etiquette, food pairing, and guest engagement.
- Work closely with the front office and CRS team to cater VIP guests and special requests.
- Ensure prompt and professional guest service, addressing complaints and resolving issues effectively.

Computer Skills

💻 Digital Marketing & programming.
💻 Presentation & operating system.
💻 E-MAIL Management ,Data entry & Instant Messaging.
💻 IDS , TRITON, Opera, E-zee Optimus , E-zee Absolute, MS-OFFICE, WINDOWS, Prologic , Touche & Master
💻 PMS & POS (BOT, KOT, & BANQUET BILLS).

Key – Skills

- Attention to detail.
- Safety consciousness.
- Strong problem solving ability.
- Cleanliness around.
- Good work ethic.
- CODE OF CONDUCT.
- Good communication Skills.
- Ability to deal with people diplomatically.
- QUICK – LEARNER.
- Easily get involved with new people.

Responsibilities

- ✓ MANAGING WORKFLOW.
- ✓ TRAINING NEW HIRES.
- ✓ CREATING & MANAGING TEAM SCHEDULES.
- ✓ FLEXIBILITY.
- ✓ QUALITY ASSURANCE.
- ✓ INVENTORY MANAGEMENT.
- ✓ CUSTOMER SATISFACTION.
- ✓ GUESTS SERVICES.
- ✓ COST CONTROL ETHICS & SOLUTIONS.
- ✓ MAINTAINING POSITIVE ATTITUDE.
- ✓ FORECASTING.
- ✓ MENU DESIGNING.
- ✓ FEEDBACKS.
- ✓ CONSUMER SATISFACTION.

F&B – Assistant Restaurant Manager (HOD)

Port Blair, A&N Islands

April'23 – Oct'23

TSG Grand View

- TSG Hotels & Resorts

- Oversee the planning and execution of weddings, corporate events, conferences, and private gatherings at the hotel.
- Coordinate with clients, event planners, and vendors to understand event requirements.
- Supervise setup, decoration, seating arrangements, and AV requirements as per event specifications.
- Ensure smooth coordination between the kitchen, service staff, and event organizers to deliver high-quality experiences.
- Collaborate with the sales and marketing team to promote banquet services and attract new clients.
- Develop special event packages and promotional offers to increase bookings.

F&B – Executive (HOD)

Port Blair, A&N Islands

Oct'22 – Apr'23

TSG Grand View

- TSG Hotels & Resorts

- Successfully led banquet and restaurant teams to achieve higher guest satisfaction.
- Improved operational efficiency and cost control, leading to increased revenue.
- Developed strong team culture, ensuring high performance and staff retention.

F&B – Guest Service Supervisor

Pune, Maharashtra

Mar'22 – Oct'22

Key Select by Lemon Tree Hotels

- Ensure exceptional guest service by greeting, seating, and assisting guests in restaurants, bars, banquets, and in-room dining.
- Supervise food and beverage presentation, cleanliness, and setup in dining areas.
- Conduct daily briefings and training sessions on service etiquette, menu knowledge, and upselling techniques.
- Conduct regular inspections to maintain cleanliness and hygiene in restaurants and bars.
- Assist in monitoring and maintaining stock levels of cutlery, crockery, linen, and bar essentials

F&B – Commie

Gwalior, M.P.

Sep'21 – Mar'22

Clarks Inn Suites

-The Clarks Hotels & Resorts

- Assist in the preparation of continental, Indian, and international breakfast dishes such as eggs, pancakes, cereals, and juices.
- Prepare batters, dough, sauces, and condiments required for morning service.
- Ensure all cutting boards, knives, and utensils are sanitized and properly stored.
- Monitor food storage temperatures and assist in labelling and stock rotation.
- Assist in receiving, inspecting, and storing raw materials for kitchen use.
- Help in setting up the kitchen for daily operations before service begins.

F&B – Team Leader

Pune, Maharashtra.

Apr'21 –Sep'21

Key Select by Lemon Tree Hotels

- Train new staff on F&B service standards, menu knowledge, and guest handling.
- Assist in managing cutlery, glassware, linens, and F&B supplies to ensure smooth operations.
- Assist in setting up dining areas, table arrangements, and event spaces as per SOPs.

Competencies

▲ Welcome Guests And Take FOOD & BEVERAGE Orders.

▲ Promote FOOD & BEVERAGE Products.

▲ Prepare DINING ROOM / RESTAURANT/ BAR/ BANQUETS area for Services.

▲ BAR INVENTORY ,BANQUET SALES ,D.S.R. , LOGBOOKS ,IRD-REGISTERS , of F&B SERVICE DEPARTMENTS.

▲ Provide all the beneficial services related to FRONT-OF-HOUSE OPERATIONS.

▲ Managing & operate, board-meeting ,conferences in GUESTS SERVICE AERAS.

▲ Receive & handle all the GUESTS CONCERNS.

▲ UPSELLING & DIPLOMACY while interaction.

About- Me

✎ Passionate hotelier of hospitality industry where to work as FOOD & BEVERAGE service personnel by maintaining the rules & regulations of the organization.

✎ Have worked , to gain the skills for my better future.

✎ Seeking the opportunity which make me to grow as well as my surrounding environment to grow & to achieve the organization goals.

Industrial Internship Training

Jaisalmer, Rajasthan.

Oct'20 –Mar'21

Suryagarh Palace – MRS Group

- Types of service styles – À la carte, buffet, silver service, gueridon, etc.
- Bar operations – Basics of beverage service, cocktails, and responsible alcohol service.
- Handling banquets and event setups for weddings, conferences, and special occasions.
- Basics of kitchen hygiene, food safety, and HACCP guidelines.
- Basics of menu planning, portion control, and food presentation techniques.
- Basics of room cleaning, bed-making, and bathroom maintenance as per hotel standards.
- Understanding hotel sales strategies, promotional offers, and revenue management.

Sr. Captain - (Events)

Agra, Uttar Pradesh.

Mar'20 – Sep'20

Mana Caters Pvt. Ltd. – Wedding Event & Corporate

- Ensure proper table settings, buffet arrangements, and seating plans as per the theme.
- Supervise staff in setting up décor, glassware, cutlery, and linen before guest arrival.
- Handle VIP tables and special guest requests professionally
- Assist in managing live food counters, cocktail bars, and beverage service.

Sr. Guest Service Associate

Vrindavan, Uttar Pradesh.

Sep'19 – Mar'20

Goldstone Elite Hotel & Resort

- Greet and welcome guests with a **friendly and professional attitude**.
- Take **food and beverage orders accurately** and communicate them to the kitchen and bar.
- Assist guests with **seating arrangements and menu selection**.
- Clear tables, reset dining areas, and ensure a **clean and organized service station**.
- Maintain **proper grooming standards**, dress code, and body language.

Guest Service Associate

Agra, Uttar Pradesh.

Apr'19 – Sep'19

Kiskey Whiskey - Restro & Bar

- Greet and welcome guests with a friendly and professional approach.
- Escort guests to their tables and assist with seating arrangements.
- Follow proper **sequence of service** based on the café, restaurant, or fine-dining standards.

Declaration

I HERE BY DECLARE THAT ALL THE INFORMATION PROVIDED ABOVE , ARE TRUE TO BE BEST OF MY EXPERIENCE AND KNOWLEDGE..

Tarun Prakash Agarwal

Signature