

RESUME

JAY KUMAR BAGHEL

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ASSIGNMENTS IN F & B SERVICE

SUMMARY OF SKILLS & EXPERIENCE

Seasoned Food and Beverage Manager with 14 years of experience, delivering exceptional customer Service and Proficient in staff management, menu creation, cost control, sanitation and safety compliance, Inventory management, and sales optimization. Successfully reduced food and beverage expenses by 15%, improving profit margins. Possess a proven track record of exceeding client expectations and fostering a Positive work culture.

CAREER PATH:

| <u>PERIOD OF SERVICE</u> | <u>NAME OF COMPANY</u> | <u>TYPE OF INDUSTRY</u> | <u>POSITION HELD</u> |
|--------------------------|-------------------------------|-------------------------|-----------------------|
| JAN.2023-TILL NOW | THE FERN RESIDENCY VIJAYAPURA | HOTEL & HOSPITALITY | FNB MANAGER(HOD) |
| NOV.2021-DEC.2022 | BLACK MANGO RESORTS (HP) | HOTEL & HOSPITALITY | ASST FNB MANAGER(HOD) |
| SEP.2020-NOV2021 | SREERAM EMPIRE JODHPUR | HOTEL & HOSPITALITY | ASST FNB MANAGER(HOD) |
| SEP.2020-FEB2021 | SREERAM EXCELLENCY JODHPUR | HOTEL & HOSPITALITY | BAR MANAGER |
| APRIL.2017 – JAN 2020 | SAYAJI HOTEL RAIPUR | HOTEL & HOSPITALITY | FNB EXECUTIVE |
| MAY.2016 - APRIL 2017 | SAYAJI HOTEL INDORE | HOTEL & HOSPITALITY | FNB EXECUTIVE |
| MAR.2015 - MAY2016 | SAYAJI HOTEL VADODARA | HOTEL & HOSPITALITY | TRA.CAPTAIN |
| JUN.2014-MAR2015 | GRAND NAKSHATRA GUJRAT | HOTEL & HOSPITALITY | SR.STEWARD |
| FEB.2013-JUN.2014 | V W CANYON | HOTEL &HOSPITALITY | STEWARD |
| SEP.2012-FEB.2013 | V W CANYON | HOTEL &HOSPITALITY | INDUSTRIAL TRAINING |

JOB PROFILE:

- Operated IDS screen touch & IDS System,INKKY, solution, binix, mst erp System,.
- Assisted with ordering and inventory, maintaining and stocking all bar items.
- Addressed complaints and resolved problems with both staff and customers.
- Assisted with inventories, ordering, staff training, end-of-day reports, cash handling, and menu development

- Developed signature drinks.
- Advised and supervised staff regarding drinks and proper combinations to maintain service standards
- Maintain FLR resisters.
- Capable to work in all outlets in F&B Department.
- Giving training class to the staff to trained them.
- To meeting with clients, taking reservation, explaining the concept, rates of particular services etc
- Taking feedback from the guest.
- Checking stock and making indent for the required items for the smooth operation.
- Up -selling of beverage by offering some combo packages to the guest.
- To attend all the training subject to the service staff and follow all rules and policies of the hotel.
- Any special offer or combo package to make notice to the guest.

COMPUTER SKILLS & ACHIEVEMENTS

- Fundamental & Basic Programming.
- Disk Operating System.
- Internet Explorer.
- Ms Word, Ms Excel, Ms Power Point.
- I have had two times of guest appreciation letters in Sayaji hotels Raipur.
- I have food safety training & certification certificate.
- I have supervisory development program certificate.

ACADEMICAL & PROFESSIONAL EDUCATION:

| <u>QUALIFICATION</u> | <u>INSTITUTION/ UNIVERSITY/ CITY</u> | <u>YEAR OF PASSING</u> |
|-----------------------------|--|-------------------------------|
| 3 Month | IL & FS SKILLS SCHOOL VEDANTA BALCO KORBA (C.G.) | 2012 |
| 12 TH | GOVT.H.SEC.SCHOOL HALAHULI KHARSIA (C.G.) | 2012 |
| 10 TH | GOVT.H.SEC.SCHOOL HALAHULI KHARSIA (C.G.) | 2010 |

PERSONAL DETAILS

Contact Address : Vill+Post: Badedevgaon, Block: Kharsia, Distt. Raigarh,
(C.G.) Pin.Cod: 496661.

Father's Name : Mr.Sant Ram Baghel

Date Of Birth : 12 Aug.1992

Nationality : Indian

Religion : Hinduism

Marital Status : Married

I Declare That The Above-Mentioned Information Is Correct To The Best Of My Knowledge.

Date: -

Place: -Raipur (C.G.)

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