



## PANKAJ MEWAR

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Name as appears in passport

Pankaj Mewar

Nationality

Indian

Contact details – Home

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### OBJECTIVE

I would cherish a demanding position that makes effective use of my background and provides good career growth, personality development where performance is rewarded with new responsibilities, and where teamwork is the accepted norm, putting in the best to the maximum benefit of organization.

### PROFESSIONAL EXPERIENCE SUMMARY

Employer	Position/Department	Duration
Aaroham by Aamod, shoghi, Shimla	➤ General Manager	➤ Apr 2021 – till present
Aamod Resorts Alwar, Rajasthan, India	➤ General Manager	➤ Apr 2019 – Mar 2021
Aamod Resort, Mussoorie (Pre Opening)	➤ General Manager	➤ Apr 2018 – Mar 2019
Aamod Resort, Dharamshala (Pre Opening)	➤ General Manager	➤ Sep 2017 – Mar 2018
Aamod Resort, Bhimtal, India	➤ General Manager	➤ Apr 2015 – Aug 2017
Aamod Resort, Alwar, Rajasthan, India	➤ Corporate F&B Manager	➤ Nov 2014 – Mar 2015
Fourpoints Sheraton, Dubai	➤ Outlet's Manager	➤ Jan 2012 – Oct 2014
Hilton, Abu Dhabi	➤ Restaurant & Bar Supervisor	➤ Mar 2008 – Dec 2011
Emirates Palace Hotel, Abu Dhabi, UAE	➤ Maitre'd hotel	➤ Apr 2005 – Jan 2008
The Leela Palace, Bangalore, India	➤ F&B captain	➤ Dec 2003 – Mar 2005
Jaypee Residency Manor, Mussoorie, India	➤ F&B Associate	➤ Aug 2003 – Dec 2003

### CURRENT WORK RESPONSIBILITIES

**Working as a General Manager at Aaroham by Aamod Shoghi, Shimla HP..**

**Duration** : Apr 2021 till present

#### About the Organisation

Aamod which means 'joy' in Sanskrit lives up to its name. Create those memorable holidays filled with adventures and experiences with your loved ones. We are happy to bring in to you the sophisticated elegance, magnificent luxury and impeccable hospitality of The Aamod Resorts. A group of exclusive and classic Resorts nestled at most of the idyllic landscapes in India. After all life is full of "Chotti Chotti Khushian" and we help our guests experience it. Perhaps this is why our beloved guests relax, rejuvenate, enjoy and return!!

Proven ability on:

- Manage the hotel operations, coordinating with different department planning, implementing new strategies
- Monitoring all employees and ensuring hotel operations are running smoothly and accurately

- Monitoring daily business operation activities
- Planning, Developing, and implementing growth strategies.
- Providing training to low-level managers and other staff.
- Coordinating with finance department Helping them to prepare and managing budgets and other financial activities
- Coordinating with the sales team and Improving revenue.
- Coordinating with HR and providing ideas regarding the hiring process, employees benefits, employee motivation, and other HR-related activities
- Evaluating performance and productivity.
- Analyzing accounting and financial data.
- Researching and identifying growth opportunities.

## PROFESSIONAL WORK

### **Worked as Outlet's Manager at Fourpoints by Sheraton Sheikh Zayed Road, Dubai, U.A.E.**

**Duration** : Jan 2012 till Oct 2014

#### **About the Organization**

- You are in for a great stay at any of 384 modern, comfortable and spacious rooms, suites and fully equipped apartments, with free internet access, spectacular views and all the free extras you'll love. Our Business Rooms offer even more space and access to the Z Business Lounge including complimentary breakfast, internet access, happy hour, all-day snacks and complimentary airport drop-off.
- Indulge at any of our international restaurants & bars, 360° views of the city at Level 43, home cooked Italian at Luigi's, exotic flavours at Moroccan, best Brews at Charlies Pub or delicious Buffets at The Eatery

#### **Job Profile**

- Manage restaurant personnel, ensure an efficient day to day operation with up selling and marketing, ensure professional F&B service, conduct employee training and maintain high employee morale and guest satisfaction.
- Increases the level of guest satisfaction by delivering improved product through employee development.
- Maximize profitability related to the food and beverage department.
- Controls the cost according to the budget and achieve budgeted revenues.
- Responsible for maintaining service standards in accordance with established policies and procedures
- Responsible for ensuring guest receives the highest possible level of service to maintain overall satisfaction on a consistent basis.
- Responsible for maintaining appropriate inventory and proper condition of equipment and operating supplies.
- Responsible for maintaining cleanliness and organization of department operating and storage areas

## PROFESSIONAL WORK

### **Worked as a Restaurant and Bar Supervisor in Food & Beverage Service Department in Hilton, Abu Dhabi, UAE.**

**Duration** : March 2008 till December 2011

#### **About the Organization**

Hilton Abu Dhabi hotel is one of its kind offering services to both business and leisure guest with its choices of best food and beverage outlets and wide varieties of adventures expedition. Its 327 comfortable rooms meets the guest expectation and that's make there stay memorable.

#### **Job Profile**

- Supervise and be actively involved in the bar service.
- Maintain an efficient Bar and stock room
- Roster and supervise bar staff with the ability to motivate your team
- Responsible for safe and secure handling of bar stocks, till operation and cash
- Place stock orders
- Taking the lead in marketing campaigns to drive footfall and revenue
- General assistant duties within the catering, retail and hospitality services
- Till and counter service
- Supporting hospitality services and events
- Attending weekly team meetings
- Maintaining a high standard of cleanliness and hygiene in your area of concern
- Maintaining food safety and health and safety to meet legal and company requirements
- Hazard and defect reporting
- Oversee all front and back of the house restaurant operations
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally
- Maintain quality control for all food served
- Analyze staff evaluations and feedback to improve the customer's experience
- Project future needs for goods, kitchen supplies, and cleaning products; order accordingly
- Oversee health code compliance and sanitation standards

- Seek ways to cut waste and decrease operational costs
- Generate weekly, monthly, and annual reports
- Train new employees and provide ongoing training for all staff
- Attend quarterly P&L meetings

## PROFESSIONAL WORK

**Worked as Maitre 'd hotel in Food & Beverage Service Department in Emirates Palace Hotel, Abu Dhabi, UAE.**

**Duration** : April 2005 till January 2008

### **About the Organization**

A member of Global Hotel Alliance, Emirates Palace promises a majestic experience, fit for a king and deserving of an emperor. The Palace boasts 302 superior rooms and 92 magnificent suites each combining the ultimate in luxury with 22nd century technology.

### **Job Profile**

- Deliver the company experience for guests
- Work with the hotel team to create the company experience for guests
- Create an environment for the guests designed to stimulate all senses through personal services, amenities and experiences
- Follow up with guests with additional services that enhance the guests' experience
- Handle guest requests personally and/or refer as appropriate
- Demonstrate the hotel values when providing service and teamwork
- Make reservations for the guest that call in advance
- Make entries of the time and the date the guest is expected to arrive
- Greet all the guests and seat them according to their preference
- Have to see to it that the guests are seated comfortably and there is waiter present to take their order
- Ensure that guests have a good time at the restaurant and look immediately into any complainants they might have
- Have to ensure that the restaurant is clean before they open for business, for which they should inspect all around and point out anything dirty to the cleaning crew
- Have to coordinate between all the staff of restaurant and ensure that everything is in working order
- Have to calculate the correct bill amount and ensure that the credit cards are returned to guests
- Have to enquire from the guests whether they enjoyed the food and the service
- Have to escort the guests to the exit and ensure that the valet brings their car out in advance
- Have to advertise good service of the restaurant

## PROFESSIONAL WORK

**Worked as captain in Food & Beverage Service Department in Leela Palace, (A Kempinski Hotel), Bangalore, India.**

**Duration** : December 2003 till March 2005

### **About the Organization**

The Leela Palace, Kempinski, Bangalore – "The Jewel of Asia ", is the proud recipient of The CNN Ultimate Service Award 2003 & 2004. Selected by Forbes as one of the "Best New Business Hotel Of The World" and also recently awarded The Prestigious ISO 14001: 1996 Certification for its achievement in Environmental Management by RINA (Registro Italiano Navale, Italy).

### **Job Profile**

- Working as senior waiter and in charge of all the waiters in the shift.
- Service of food (silver service & pre-plated service)
- Service of liquors & wines
- Responsible for setup of breakfast, lunch orders.
- Making the checks, posting and delivering the orders in the room
- Taking daily briefing of staff and allocating their respective jobs.

## PROFESSIONAL WORK

**Worked as F&B associate in Food & Beverage Service Department at Jaypee Residency Manor, Mussoorie, India.**

**Duration** : August 2003 till December 2003

### About the Organization

A subtle blend of Mugal architectural brilliance and modern amenities. The exquisite ambience of a prosperous kingdom, the luxury of 5 Star Deluxe facilities... That's "Jaypee Palace Hotel" Your own Kingdom.... The sprawling 25 acres of landscaped gardens ..... Tree lined walkways, Dancing Fountains... The state-of-the-art Conference Facilities, Modern Business Centre, Specialty Restaurants, Health Club, 85 elegantly appointed rooms.

### Job Profile

- Dispensing liquor, wines, cocktails, and mock tails to restaurants & banquets
- Service of food (silver service & pre-plated service)
- Inventory management
- Maintaining records
- Order taking in room service

## EDUCATIONAL HISTORY

- ❖ **3 years Bsc in hospitality and Administration** from **Institute of Hotel Management**, Catering Technology and Applied Nutrition, Bangalore, India. Under Institute of Hotel Management, PUSA New Delhi.

## COMPUTER SKILL SET

❖ Operating Systems	❖ Windows 95, Windows 98, windows 2007 professional and Windows XP, Outlook 2007
❖ Office Management Tools	❖ MS Word, MS Excel, MS PowerPoint, Internet, Micros, Symphony, Adaco

## INDUSTRIAL TRAINING

Completed six months Industrial Training at **Le Meridien, New Delhi** as part of the 3 years Hotel Management Degree.

## PROFESSIONAL TRAINING

- Essential Food handling and Hygiene
- Food and Beverage up selling skills
- Guest Care Skills
- Complaint Handling
- Wine Course
- Cigar Training
- Customer Service
- Front office Cross Training
- Report Training
- Appraisal Training
- Fire Fighting training
- First Aid Training
- Complaint handling
- Leadership training
- CRM training
- Mastering the art of service
- Performance management
- Bar tending & cocktail mixing

**PERSONAL DETAILS**

<b>Date of Birth</b>	10 <sup>th</sup> March 1983
<b>Email</b>	<a href="mailto:pankajmewar1983@yahoo.co.in">pankajmewar1983@yahoo.co.in</a>
<b>Permanent Address</b>	Pankaj Mewar Lane No.6, Indraprasth, PO Upper Nathanpur Dehradun, Uttaranchal, India-248001
<b>Father's Name</b>	Mr. S. S. Mewar
<b>Sex</b>	Male
<b>Nationality</b>	Indian
<b>Marital Status</b>	Married
<b>Hobbies</b>	Making friends and listening to music
<b>Qualities</b>	Sincere and Diligent, Strong communication and P.R skills

**REFERENCES**

<b>Name</b>	<b>Employer</b>	<b>Position</b>	<b>Contact no.</b>	<b>Email ID</b>
Thomas Watmore	Yas Plaza Hotels	F&B manager	971 562729328	<a href="mailto:thomas.watmore@yasplazahotels.com">thomas.watmore@yasplazahotels.com</a>
Pranay Raturi	Aaroham Resorts	Managing Director	91 8171128405	<a href="mailto:pranay.raturi@aarohamresorts.com">pranay.raturi@aarohamresorts.com</a>