

AMIT KUMAR



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Address –C/O Sri
Sachidanand Singh PO
Reformatory School
Hazaribagh Jharkhand

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Sachidanand Singh
Kolghatti Reformatory
School Hazaribagh
Jharkhand India

Home
Phone+918789274947

About Me

DOB & PLACE: 10
december 1986
(Hazaribagh Jharkhand
India)

Height: 5'11(181cm)

Passport No:-
V0949958
DOI – 17/09/2021
DOE – 16/09/2031

Visa Status :
Residence

Core Competencies

Team Player.
Commercial Focus
Quality Results
Effective Communication
Leadership tools(vision, knowledge, ambition, motivation, and commitment)
Customer Service Orientation.
Resilience/Objection Handling
Mentoring, Coaching , Team Building
Sales & Marketing
Business Development
F&B Operations
Time Management | PROMISE | DELIVER
Active Relationship
Problem Solving(Judgement &Confident Decision Making)
Management of Material Resources and Financial Resources.

Skills:

- Food & Beverage
- Hotels
- Hospitality Management
- Restaurants
- Banquets
- In Room Dining
- Bar Operations
- Fine Dining
- Resorts
- Revenue Analysis
- Cuisine
- Menu Development
- Menu Engineering
- P&L Analysis
- OJS Training
- HACCP Training

Achievements

- Successfully passed and scored above 90% for QPR Audit Radisson Blu for three consecutive years 2021 to 2023.
- Achieved and exceed budget for All Day Dining Restaurant by AED 600K for the financial year 2023.
- Successfully completed PIC HACCP Training Dubai Municipality.
- Guests comment card champion August 2015 Bab Al Shams.
- Guests comment card champion April 2015 Bab Al Shams.
- Successfully completed OJS (on job skill) training as per Rezidor training requirement as to become certified OJS trainer.
- Employee of the month award January 2012 Grandeur Hotel Dubai.
- Secured 3rd rank in wine and spirits tasting at Tahelio Bar competition Mumbai.

Nationality:
Indian

Marital Status:
MARRIED

**Current Ctc:
3000 AED +Service
Charge+Upselling
Incentives .Total 4000
AED**

Language:
Hindi, English

References
–Mr.Vinay Madav
(Meeting &Events
Operations Manager)
Mobile No:
+971588708454
Email Address:
Vinay.madav@radiss
onblu.com

Mr.Ani John
(Restaurant
Manager)
Mobile No:
+971527467833

Education

**B.S.C IN HOTEL
MANAGEMENT,CATERI
NG , TRAVEL AND
TOURISM FROM
NATIONAL SCHOOL OF
MANAGEMENT
STUDIES DURGAPUR
WEST BENGAL INDIA
UNDER PUNJAB
TECHNICAL
UNIVERSITY.**

- **Successfully completed Barista training level 1 Bon Café Dubai.**
- **Successfully completed food & beverage basic hygiene training as per HACCP Dubai Municipality.**
- **Best industrial trainee award Aamby Valley City Sahara India Pariwar 2007.**
- **Basic fire safety and prevention level 1.**
- **Certified first aid trainer.**
- **Certified OJS trainer (Carlson Rezidor)**

Career History

**The Grand Mirage Dhanbad F&B
Manager July 2024 to
October 2024**

* Business Development

* F& B Operations

* Sales & Marketing

***Revenue forecasting ,Budgeting & P&L analysis and review.**

***Leadership , Mentoring,Coaching ,
Team Building**

* Public Relations

TRAININGS & SEMINARS

► COMPLETED LOBSTERINK ONLINE FOOD AND BEVERAGE COURSE WITH PRACTICALS SCORING AVG OF 90%

► UP SELLING TECHNIQUES IN F&B TO GENERATE MORE REVENUES.

► SALES CYCLE TO MAKE MORE AND MORE SATISFIED CUSTOMERS.

► 4 D STRATEGY
--(DEVELOP YOUR OWN TALENT,DELIGHT THE GUEST,DRIVE THE REVENUE,DELIVER THE RESULT)

BASICFOOD AND HYGIENE TRAINING AS PER DUBAI HACCP.

SEQUENCE OF SERVICE FOR SMOOTH OPERATION AND MEETING EVERY GUESTS EXPECTATIONS.

BASIC FOOD PAIRING WITH WINES AND SPIRITS.

TELEPHONE ETIQUETTES.

ALLERGENS AND HOW TO DEAL WITH GUESTS WHO ARE ALLERGIC TO CERTAIN FOOD PRODUCTS.

* Restaurant & Banquet Management , Menu , Design & Concept Management .

RADISSON BLU DUBAI DEIRA CREEK

Nov 2021 to July 2024



RESTAURANT MANAGER ALL DAY DINING RESTAURANT BOULVAR

• Commercial Focus-

- Influence financial success results.
- Bring new ideas and opportunities to increase Revenue and save money.
- Resources Saving
- Delight Guests
- Creating Bright spot

• Active Relationship-

- Building professional relationship with wide range of people
- Building Team Spirit
- Resolved conflicts
- Control Emotions
- Confident in meeting peoples
- Clear Communicator effectively able to represent hotel products for the guest

• Quality Results-

- Maintaining operation standards as per company standard operation procedures.
- Put the guest at the center stage
- Exceed customer expectations living the brand promise.
- Monitoring progress against the plans to increase ranking on Madelia, Trip Advisor.
- Ensure every staff showing YES I CAN behavior at all times during duty hours.
- Looks always for improvement in terms of quality service to increase customer satisfaction through continuous training of staff.
- Act as role model.
- Manage time effectively and help other member of team in getting the task done.

• Problem Solving-

- Deep understanding of business issues.
- Confident to make decisions.
- Able to weigh up quickly and accurately the situation and help others too to understand.
- Ask appropriate question to further investigate the issues.
- Explore options before reaching a decision.
- Show pro activeness to avoid guest complaints.

DIFFERENT TYPES OF CUSTOMERS COMING IN THE HOTEL.

GUESTS COMPLAINT HANDLING SEQUENCES.

TEAM MANAGEMENT SKILLS.(HOW TO MOTIVATE TEAM,SOLVING TEAM MEMBERS CONFLICTS,)

FIRE SAFETY &FIRE PREVENTATION LEVEL1

FIRST AID CERTIFIED TRAINING COURSE COMPLETED SUCCESSFULLY

BARISTA TRAINING BON CAFÉ LEVEL 1

MIND PROGRAMMING WORKSHOP.

- Maintain the efficient and constant level of service to avoid guest complaints.

- **Passion & Integrity-**

- Role model of integrity.
- Treat people with Respect.
- Remain professional under pressure.
- Always on duty on time and ready to work extra hours whenever required setting examples for others.
- Living the brand values at all times.
- Honest and trustworthy.
- True host
- Respect the right of other people.
- I promise I Deliver.

- **Additional Responsibilities-**

- Maximize Revenue by effective table management plan for additional revenue during high volume business periods.
- Reviews monthly profit and loss statement for the outlet, analyzes budget variances and establishes necessary actions to minimize future negative variance.
- Prepare revenue sheet on daily, weekly, and monthly basis to analyze outlet revenue through guest from various sources and calculate negative variance and make necessary action plan to minimize future negative variance.
- Controlling and monitoring checks, wastages, portion control, breakages and damages.

HOLIDAYINN AMRITSAR AN IHG HOTEL

**Dec2018 to
November 2021**

RESTAURANT MANAGER



- Managing food and beverage operations within budget and to the highest standards.
- Leading F&B team by attracting, recruiting, training and appraising talented personal.
- Establish targets, KPI's, schedules, policies and procedures.
- Preserve excellent levels of internal and external customer service.
- Design exceptional menu and do menu engineering periodically to maximize profit.
- Identify customer's needs and respond proactively to all of their concerns.
- Report to management regarding sales result and productivity.
- Reviews monthly profit and loss statement for the outlet, analyzes budget variances and establishes necessary actions to minimize future negative variance.
- Controlling and monitoring checks, wastages, portion control, breakages and damages.
- Plan and do periodically food and beverage promotions and do effective sales and marketing to maximize revenue.
- Monitor and control food cost, beverage cost, labor cost and maintaining reports and records of inventory, requisitions.

RADISSON BLU KAUSHAMBI DELHI NCR

July2017 to Dec2018



ASSISTANT RESTAURANT MANAGER ALL DAY DINING RESTAURANT AVATAR

- **Commercial Focus-**
 - Influence financial success results.
 - Bring new ideas and opportunities to increase Revenue and save money.
 - Resources Saving

- Delight Guests
- Creating Bright spot

- **Active Relationship-**

- Building professional relationship with wide range of people
- Building Team Spirit
- Resolved conflicts
- Control Emotions
- Confident in meeting peoples
- Clear Communicator effectively able to represent hotel products for the guest

- **Quality Results-**

- Maintaining operation standards as per company standard operation procedures.
- Put the guest at the centre stage
- Exceed customer expectations living the brand promise.
- Monitoring progress against the plans to increase ranking on Madelia, Trip Advisor, Zomato.
- Ensure every staff showing YES I CAN behavior at all times during duty hours.
- Looks always for improvement in terms of quality service to increase customer satisfaction through continuous training of staff.
- Act as role model.
- Manage time effectively and help other member of team in getting the task done.

- **Problem Solving-**

- Deep understanding of business issues.
- Confident to make decisions.
- Able to weigh up quickly and accurately the situation and help others too to understand.
- Ask appropriate question to further investigate the issues.
- Explore options before reaching a decision.
- Show pro activeness to avoid guest complaints.
- Maintain the efficient and constant level of service to avoid guest complaints.

- **Passion & Integrity-**

- Role model of integrity.
- Treat people with Respect.
- Remain professional under pressure.
- Always on duty on time and ready to work extra hours whenever required setting examples for others.
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variance and make necessary action plan to minimize future negative variance.

- Controlling and monitoring checks, wastages, portion control, breakages and damages.

RADISSON BLU HOTEL DUBAI DEIRA CREEK

Jan2016 to June2017



TEAM LEADER ALL DAY DINING RESTAURANT BOULVAR

- Responsible to achieve the optimum level of guest satisfaction and departmental profitability in an atmosphere of team work and high team morale. Fully responsible for day to day and task by task smooth operation of the restaurant.
- Responsible to solve any guest issues, operational issues, team issues by quickly and accurately accessing the situation, taking confident decisions.
- Prepare schedule for all employees according to forecast and within the limits of the manning guide to ensure adequate manpower at all times and under the guidance of the outlet manager.
- Involved in planning of promotions, menu creations and pricing under the supervision of the outlet manager.
- Responsible to keep the surrounding area clean & tidy & store items in proper manner so as to avoid breakage or damage.
- Conducts regular trainings as per needs and propose training programs in co-relation with outlet manager and continuously train subordinates to obtain highest level of professionalism.

BAB AL SHAMS DESERT RESORT AND SPA DUBAI NOV 2014 TO DECEMBER 2015



TEAM LEADER MASALA INDIAN RESTAURANT

Ensure high standard of F&B service.
Ensure high level hygiene standards.
Ensure correct service sequences are carried through at all times.
Together with the team members, we form a team and as such assist the outlet manager to total guest satisfaction and memorable guest experience.
Contribute to achieve the financial goal set in the restaurant budget & forecast by providing personal attention, care and anticipation of guests needs and

wants.

Creating an atmosphere of professionalism and well being in the restaurant and in general leading to a highly successful operation.

RADISSON BLU HOTEL DUBAI DEIRA CREEK

Nov2012 to Oct 2014



SENIOR TEAM MEMBER ALL DAY DINING RESTAURANT BOULVAR

- Responsible for maximize sales at every opportunity while ensuring that customers receive the highest level of service.
- Responsible to keep the surrounding area clean & tidy & store items in proper manner so as to avoid breakage or damage.
- To develop strong team spirit ,communicate well with the management and the colleagues,
- To take orders, merchandise, serve & supervise new colleagues.
- Follow all house rules& regulations & train new colleagues.

GRANDEUR HOTEL AL BARSHA DUBAI

April2010 to Oct 2012

TRAINEE CAPTAIN INDIAN RESTAURANT DEFUSION



- Welcome and greet the guests.
- Suggest menu and take the order from the guests.
- Help the guests in wine selection and spirits.
- Coordinate with kitchen staff for efficient services.
- Allot tasks and side duties to waiters.
- Maintain duty rosters and log books.
- Ensure high standard of F&B service.
- Responsible for health and safety, training and developing restaurant staffs.
- Prepare monthly sales report, breakages report, equipment's inventory reports and share with restaurant manager.

AAMBY VALLEY CITY PUNE INDIA

July 2007 to April 2010



WAITER MULTICUSINE RESTAURANT FOUR SEASONS

- Welcoming guests.
- Demonstrating menu Knowledge
- Answering guests questions.
- Up selling specialty items.
- Describing dishes.
- Taking orders (Beverages and foods.)
- Handling complaints.
- Ensuring 100% guests satisfaction.

AAMBY VALLEY CITY PUNE INDIA

Nov 2006 to April 2007



INDUSTRIAL TRAINEE

- Observation and learn basic job description in the hotel all four major departments (Front Office, Food& Beverage, Housekeeping,& Food production.)
- Learn Interpersonal skills, customer service orientation skills.
- Develop ability to manage and coordinate with different departments for smooth and efficient operations.
- Develop ability to handle pressure and showing flexibility at work.
- Learn how to become a successful team player.
- Learn how to adopt to changes, quick decision making and negotiating skills.

DECLARATION

I HEREBY DECLARED THAT ALL THE ABOVE MENTIONED INFORMATION IS TRUE AS PER MY KNOWLEDGE AND BELIEF.

THANKING YOU
WARM REGARDS
AMIT KUMAR
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