

Curriculum Vitae

Abhishek Kumar

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Lucknow-206010

PROFESSIONAL SYNOPSIS

- A multi-skilled Hospitality professional with a gratifying career of over Ten years in the areas of food & beverage service strategy development & implementation, Restaurant marketing, Policies & procedures, Employee training, Inventory management, and Team management at various environments.
- Proficient in Food & Beverage service standards, process implementation, team building, team motivation, menu planning, sales & marketing strategy, Event management and administration.
- Demonstrated strengths in operational planning and scheduling various food promotions.
- Ability to handle difficult situation tactfully.
- Possesses excellent interpersonal, communication and organisational skills with proven abilities of leading motivated teams towards achieving organizational goals.

SIGNATURE SKILLS & LEADERSHIP EXPERTISE

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|----------------------------|--|----------------------|
| Manpower Strategy | Food & Beverage Marketing & Promotions | Business Development |
| Menu Planning | Banquet Sales & Events Management | Revenue Management |
| Inventory Management | Report Compliance | Room Service set-up |
| Sales & Marketing Strategy | Talent Development | Restaurant Planning |

CAREER HIGHLIGHTS

The Fresh Factory (Lucknow).

As a Restaurant General Manager, April 2022 to present

- Monitor closely individual Team member and Shift Manager Performance regularly.
- Strictly follow and keep up to date all legal documents and operational setup for Audit.
- Organize daily briefing and Training to ensure everyone up to date with product knowledge.
- Tracking food cost and inventory on daily basis. Produce the best food cost results at month end.
- Take strong responsibility to produce store high sales and profitability at end of the month.

FARZI CAFÉ DOHA as a Assistant Restaurant Manager, from Nov-2018 to till March-2022

- Working with Sales & Marketing Team to generate maximum revenue for the Restaurant.
- Setting departmental strategies and goals to achieve operational targets.
- Scheduling duty roster and key area responsibility of individual team member.
- Control Restaurant bills, reports, credit policy and reconciliation as per Restaurant standards.
- Responsible for conduct training programs for staff in regard to all aspects of workplace performance.
- Conduct daily briefing and discuss about sales, budget, service implementation and guest feedback.
- Supervise and provide outstanding services to the guest for maintaining the brand value.

❓ **HYATT ANDAZ New Delhi Atrocity as a TEAM LEADER (Apr-2017 to Oct-2018).**

- Worked closely under the supervision of Restaurant Manager.
- Planned, developed and implemented the Restaurant revenue, profitability and quality st
- Ensure policies and standard operating procedures are followed consistently and look for area of opportunity.

- Responsible for preparing duty roster and key area responsibility of individual team member.
- Organize daily briefing and discuss about sales, budget, service implementation and guest feedback.
- Responsible for checking the quality and size of the servings, the organizing of stock, ordering food and drink supplies and maintaining equipment.
- Develop coordination and communication with other departments to increase the productivity standards.
- Looking after the Banquet sales and operations as per hotel standards.
- Responsible for planning to look after the service of Celebrity.
- Responsible for conducting the departmental training of all team members.

❓ **JW MARRIOTT New Delhi Atrocity As a GSA From (Nov-2014 to Jan-2017).**

- Responsible for the smooth operations of designated Restaurant to ensure guest feel delight.
- Check all items before serving to the guest to ensure the highest quality products being served.
- Maintain coordination with maintenance department to rectify the Restaurant interiors, electrical system, furniture and fixtures on time.
- Assisted Food & Beverage controller to maintain the proper bar inventory of the Restaurant.
- Conduct basic departmental training of individual team member.

• **ZERRUCO (The Ashok Hotel) As a Sr. Steward from (Feb 2014- Nov 2014)**

- Responsible for maintaining staff training and orientation session regarding Food & Beverage service standards.
- Effective accountability of liquor inventory stock of the Restaurant on regular basis.
Prepare leave register, staff suggestion book, office orders files and formats properly.
- Meet individual guest and take feedback to ensure all guest feel delight.
- Handle additional responsibilities as and when delegated by Management.
- Played a key role in ensuring the successful launch of Coffee Shop Restaurant

INDUSTRIAL TRAINING

- I had completed my six months industrial exposure training from **RADISSON, VARANASI (India)**

ACADEMIC QUALIFICATION

10+2 from B.S.E.B., Patna.

10th from B.S.E.B., Patna

PROFESSIONAL QUALIFICATION

- I have completed my Bachelor's in hotel management from Heritage Institute of Hotel and Tourism Shimla (INDIA)

PERSONAL DETAILS

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| • Name | : | Abhishek Kumar |
| • Date of Birth | : | 10/07/1990 |
| • Father,s name | : | Mr. Jai Prakash Mall |
| • Marital Status | : | Unmarried |
| • Nationality | : | Indian |
| • Gender | : | Male. |

- The curriculum vitae will speak volume of my efficiency experience. If I am selected for the post of as per vacancy. I am assuring you that I will prove an asset for your esteemed organization.

(Abhishek Kumar)