



# HEMANT KUMAR

## OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately, while making significant contribution to the success of the company.

## EXPERIENCE

### ◦ Nocturnal Networks (ARTISTRY CLUB)

26/03/2023 - 31/08/2023

Captain

- Guest Relations: Ensuring excellent customer service, welcoming guests, and addressing their needs and concerns.
- Staff Supervision: Managing and supervising the waitstaff, ensuring they provide efficient and courteous service.
- Order Management: Overseeing order accuracy, coordinating with the kitchen, and ensuring food and drinks are served promptly.
- Training: Training new staff members and ensuring all staff adhere to restaurant standards and protocols.
- Table Assignments: Managing table assignments and reservations to optimize seating and accommodate guest preferences.
- Problem Resolution: Handling customer complaints or issues and resolving them in a professional and timely manner.
- Up-selling: Recommending menu items, specials, and beverages to enhance the guest experience and increase revenue.
- Knowledge of Menu: Having in-depth knowledge of the menu, including ingredients, preparation methods, and dietary restrictions, to assist guests with their selections.
- Inventory Management: Monitoring and maintaining supplies, such as cutlery, glassware, and condiments, and reporting any shortages to management.
- Billing and Payment: Handling the billing process, including presenting bills, processing payments, and managing cash or card transactions.
- Cleanliness and Hygiene: Ensuring the dining area is clean, tidy, and sanitized, and reporting any maintenance issues.
- Special Events: Coordinating and managing events, such as parties or private dining experiences, if the restaurant offers them.
- Team Communication: Maintaining open communication with the kitchen staff and other front-of-house personnel to ensure smooth operations.
- Compliance: Adhering to health and safety regulations, as well as the restaurant's policies and procedures.
- Record Keeping: Maintaining records of guest preferences and feedback to improve future visits.

## CONTACT

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## SKILLS

- Time Management
- Team Work
- Hardworking
- Eager To Learn
- Guest Handling
- Adaptability
- Guest Satisfaction
- Inventory Management

## LANGUAGES

- English
- Hindi

## PERSONAL DETAILS

- Date of Birth : 04/03/2000
- Marital Status : Unmarried
- Nationality : Indian

- **Trident, Chennai**

*18/04/22 - 18/12/22*

Guest Service Associate

- Greeting and Seating Guests: Welcome patrons as they arrive, assist with seating arrangement experience.
- Providing Menus and Taking Orders: Present menus, answer questions about menu items, and dietary restrictions.
- Serving Food and Beverages: Deliver meals, drinks, and appetizers to tables, ensuring the correct portion sizes and quality.
- Handling Customer Inquiries: Address customer inquiries, concerns, and complaints professionally and courteously.
- Upselling and Recommending: Suggest additional menu items, beverages, or desserts to enhance guest satisfaction and sales.
- Monitoring Guest Needs: Pay attention to the needs of guests, such as refilling drinks, clearing plates, and addressing any requests promptly.
- Coordinating with Kitchen and Bar Staff: Communicate orders to the kitchen and bar, ensuring timely delivery of food and drinks.
- Billing and Payment Processing: Present bills, accept payment, and provide change or process electronic payments.
- Maintaining Cleanliness: Help maintain a clean and well-organized dining area, including clearing tables and keeping the environment hygienic.
- Knowledge of Restaurant Policies: Be familiar with the restaurant's policies, including its hours of operation, dress code, and promotional offers or events.
- Team Collaboration: Work as part of a team to ensure smooth restaurant operations and guest satisfaction.
- Training: Assist in training new staff members and provide guidance on best practices for guest service and safety.
- Safety and Compliance: Adhere to health and safety guidelines, as well as responsibilities related to food safety and handling.
- Handling Cash and Reporting: Responsible for accurately handling cash and reporting daily sales and expenses related to food service.

- **Novotel, Chennai**

*2020 Dec - 2021 March*

Industrial Trainee

Had a chance to work in all 4 Core departments and got to learn basics of each department.

## EDUCATION

- **IHM Chennai**

*2019-2022*

B.Sc in Hospitality and Hotel Administration

- **Markham College Of Commerce, Hazaribagh**

*2018*

12th

- **St. Paul's School, Hazaribagh**

*2016*

10th

## TECHNICAL SKILLS

- Microsoft Office
- Microsoft Excel
- Microsoft Word