

# Chandeshwar Upadhyay



## PROFILE

Over 18 years of experience in the Hotel Industry, Specialized in Business Development, MICE, Corporate, and P.S.U.

Ability to direct sales activities of the hotel to achieve budgeted goal and ability to sell all hotel services, Strong passion for Sales & Marketing of F&B

## CONTACT

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+91-9905583304

EMAIL:  
[chandeshwarupadhyay71@gmail.com](mailto:chandeshwarupadhyay71@gmail.com)

## HOBBIES

- Building Relation
- Listening Music

## EDUCATION

**National School of Management Studies Durgapur,**  
W.B. India 2003 – 2006

- Bachelor Degree in Hotel Management with F&B.Service, F&B.Production, H.K., Front Office

**Bihar Board of Education**

- Senior Secondary from Bihar Board of Education  
June, 2001

**Bihar Board of Education**

- Secondary from Bihar Board of Education  
June, 1998

## WORK EXPERIENCE

- **Enrise by Sayaji, Latur (Maharashtra) - Operation Manager**  
*From Dec. 2024 to Present*
- **7 Hills Hotel & Resort-Nalanda, Rajgir, Bihar - General Manager**  
*From Sep 2023 to Nov. 2024*
- **Le Lac Sarovar Portico Ranchi, India - EAM F&B.**  
*From Oct 2022 to Sep 2023*
- **Le Lac Sarovar Portico Ranchi, India - F&B Manager**  
*From Dec 2016 to Oct 2022*
- **Hotel Le Lac Ranchi, India - F&B Manager**  
*From Mar 2015 to Dec 2016*
- **Hotel Tuli Imperial, Nagpur, Maharashtra India - Asst. F&B. Manager**  
*From Jun 2013 to Mar 2015*
- **Apodis Foods and Brands Pvt.Ltd.-Hotel Mango Ascent Agra, U.P. India - Unit Manager (F&B.)**  
*From Jan 2013 to Jun 2013*
- **Hotel Tuli International, Nagpur, Maharashtra India**  
*From Oct 2012 to Jan 2013- Promoted Sr. Restaurant Manager*  
*From Dec 2011 to Oct 2012- Promoted Restaurant Manager*  
*From Jan 2011 to Dec 2011- Promoted Asst. Restaurant Manager*  
*From Jan 2009 to Jan 2011- Promoted F&B. Executive*  
*From Dec 2007 to Jan 2009- Joined Sr. Captain*
- **The Pride Hotel, Ahmadabad, Gujarat India- Captain**  
*From Apr 2007 to Dec 2007*
- **City Park, New Delhi, New Delhi India - Sr.Steward**  
*From Feb 2006 to Jan 2007*
- **Hotel Clarks Varanasi, Varanasi- INTERNSHIP**  
*From Sep 2004 to Jan 2005*

## DUTIES & RESPONSIBILITIES

- Responsible for smooth operation and standard of entire property.
- Achieve maximum profitability and over-all success by controlling costs and quality of service.
- Participation and input towards Banquet marketing activities

- Responsible for staffing & planning for indoor & outdoor catering.
- Responsible for the success of the Unit as an individual profit center
- Taking account of store operations, training status, formal training sessions & standards implementations enhancement of all outlets quality by developing professional & ethically strong teams on emphasizing hard on maintaining standards for the customers.
- Conduct continuous audits to ensure zero defects in processes and recognize team members.
- Ensure that the team adheres to all the quality tool and Procedures.
- Conduct regular quality audits for monitoring the performance of associates, ensuring compliance with pre-set quality parameters and meeting them with 100% accuracy level.

## **Team Management**

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- Recruit, manage & monitor the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
- Take through various programs that new hires and agents require & adherence to all the policies and procedures.
- Training status, formal training sessions & standards implementations, enhance the restaurant quality by developing professional & ethically strong teams on emphasizing hard on maintaining standards for the customers.
- Conduct continuous audits to ensure zero defects in processes and recognize team members. Responsible for the success of the Units as an individual profit center.

## **Skills**

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- Follows up with group/banquet leads received by front desk, banquets, reservations, etc. in a timely manner
- Proven customer service skills, experience building strategic relationships and lead generation
- Maintain knowledge of all promotions throughout the property in an effort to stimulate and retain new business. Maintain communication and rapport with guests to ensure the utmost quality customer satisfaction
- Negotiate and quote rates and agreements on all Banquet/Meeting space and Hotel business in order to maximize revenues for Food & Beverage, Hotel and the Casino. This involves detailed follow-up to ensure a smooth transition from arrival to departure of guests
- Responsible for setting procedures and training to ensure fast and courteous service.
- Maintain knowledge of competitor's sales and convention programs, including reader board monitoring at area hotels and convention centers, in order to generate future leads and to be aware of the caliber of service delivered at our competitors.
- Excellent business communication skills, including Public Speaking, and negotiation/interpretation skill of contract including the ability to close deals
- Maintain regular contacts with corporate and individual guests, and build strong relationships with them.

- Keeping close contact with peers in all other departments and initiates cross- departmental team solutions for operational problems

## **LANGUAGE**

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- Hindi & English

## **PERSONAL DETAILS**

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Fathers Name : Shri Rajaram Upadhyay  
Sex : Male  
Date of Birth : 09/01/1983  
Marital Status : Married  
Nationality : Indian  
Address : Kriashna Kutir Opposite - MP Shri Sanjay Seth  
Residence, Westend Park (Kajubagan) Hehal-  
834005

## **OBJECTIVES**

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Aspiring to work with an esteemed organization which allows me to utilize my experience leadership skills and innovative thinking while gaining new experience, promoting growth in my career and best serving my employer in all aspects.

Place:-

Date:-

Chandeshwar Upadhyay

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