

Ravikant Thakur

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CARRIER OBJECTIVE:-

To achieve success through goal congruence and make a career with reputed Organization where my education and others skills can be effectively responsible.

PROFESSIONAL SYNOPSIS

- **End to end Process, resource and Quality management.**
- **Handling guest and solving problem.**
- **Manage all types of Hotel Events.**

An effective communicator with excellent managerial skills with problem solving & organizational abilities. Possess a flexible & detail oriented attitude.

ORGANISATIONAL EXPERIENCE

MIRAJ Cinemas (2022- 2024)

- Worked as a Duty Manager in Ranchi.
- Organizing personnel shifts, conducting frequent inspections, and distributing responsibilities.
- Engage teams in involvement of their job roles.
- Work flow direction and evaluation on a regular basis.
- Making certain that budgets are adhered to.
- As needed, providing guests with assistance.
- Putting an end to major staff conflicts.
- Data Management & Documentation of reports.
- Guests who break the rules will be dealt with.
- Taking appropriate disciplinary action against employees who engage in inappropriate behaviour.

PJP_Cinepolis: (2018– 2021).

- Worked as an Assistant Manager in Jamshedpur.
- Roles includes management of Food and Beverages department.
- Runs the cinema in guest satisfying environment and deputing patrons delight officers and associates.
- Management support during third party Audits.
- Inventory, Expiry and FIFO checks.
- Stock planning on monthly basis.
- Quality checks in Auditoriums.
- Preparing staff duty roaster.
- Preparing Stock report, Sales report.
- Cashing up at the end of the day and ensure that takings are readied to be banked.
- Ensuring the highest standard of guest service at all time.

Clube Tennis De Gaspar Dias: - (2016-2018)

Worked as Senior Captain at Brasserie (Barbeque modelled) located in Goa.

Schedule weekly/fortnightly staff duty shifts with the approval of the Restaurant Manager ensuring that work exigencies are met and the staff is rotated fairly.

- Allot daily duties to subordinate staff to meet work exigencies ensuring equity of work.
- Conduct daily briefing using it as a vehicle for two-way communication, training and corrective action.
- Attend to guest complaints and ensure guest satisfaction through immediate action.
- Maintaining Positive relationship with vendors of Direct Travel, such as car rentals and airlines.
- Organize the training of staff for meeting the standards of service.
- Supervise food service with a view to ensuring speed, quality of service and personalization.

- Appraise staff performance and recommend rewards to the restaurants.
- Maintain and control the par stocks of cutlery, crockery, linen, supplies, and equipment.

Barbeque Nation: - (2014-2016)

□ Worked as Captain.

- Receive and take guest orders and process in a timely manner through whatever systems are currently used in the restaurant.
- Prepare and serve meal accompaniments to guests.
- Perform side work.
- Open bottled wine for guests.
- Bus and set tables, as needed.
- Perform buffet set up (if necessary) and breakdown.
- Assist with orders to go (if necessary).
- Seat guests and help with answering phones as business demands.
- Perform other duties as assigned.
- Communicate with support crew and management.

VW Canyon Hotel: - (2012-2014)

- Assist Food & Beverage Servers in all aspects of the dining experience
- Assist guests regarding menu items in an informative and helpful way
- Ensure the proper set up of all side stations in the outlet
- Have knowledge of beverage lists and promotions
- Follow outlet policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Ensure cleaning schedule is adhered to and to the required standard.
- Make sure all areas of the bars and restaurants are clean, including side boards
- Assist barman with transporting of stock from Department Store Rooms
- Stock stipulated Food & Beverage areas with ice, as required
- Make sure bar and restaurant equipment is correctly stored
- Transport used linen to and from Housekeeping/Laundry for use in F&B service areas.

COMPUTER SKILLS

- MS-Office, Excel,Powerpoint

ACADEMIC QUALIFICATIONS

- Three years Diploma in Hotel Management Catering Technology and Applied Nutrition in 2012 with 1st Div.
- I.COM passed from JAC RANCHI in 2009 with 2nd Div.
- Matriculation passed from JAC RANCHI in 2006 with 1st Div.

PERSONAL DETAILS

Name	:	Ravi Kant Thakur
Father's Name	:	Mr. Ram Kumar Thakur
Age	:	34
Gender	:	Male
Religion	:	Hindu
Nationality	:	Indian
Marital Status	:	Married
Language Known	:	English & Hindi

Declarations:-

I do hereby assert that, the information provided above are quiet genuine & flawless to the best of my knowledge & belief.

Place – JAMSHEDPUR

Date –

(RAVIKANT THAKUR)