

# AMIT KUMAR TIWARI

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Location: Varanasi, India



## ***Career Summary***

Result driven and quality focused Food & Beverage Manager and sales with 14 years of experience in food and hospitality segment. Adept communicator with team leading and development skills. At the forefront in shaping/advancing strategic vision, driving profitability, sustaining growth and positively affecting food and beverage organization. Keenly focus on problem resolution to address any guest issues and train the staff in problem resolution. Actively coordinate and assist in all the conference, catering or marketing events. Efficiently maintain quality control/ satisfaction records, constantly seeking new ways to improve customer service. Meticulously manage the day-to-day operations of the outlet in accordance with established policies and procedures.

## ***Core Competencies***

• Team work	• Organizational Skills	• Team Player
• Effective Communication	• Event Planning	• Problem solving
• Quick Learner	• Punctual	• Service Enhancement

## ***Park Plaza by Radisson (Jodhpur) – Rajasthan***

Associate Direct of F&B	Sept 2024 – Till date
<ul style="list-style-type: none"><li>• Oversee the daily operations of the bar, ensuring exceptional guest service quality through meticulous attention to detail and a focus on creating a welcoming atmosphere that drives customer satisfaction and repeat visits, ultimately contributing to substantial revenue growth and a positive bar experience.</li><li>• Lead, train, and develop a high-performing team of bartenders and servers, emphasizing the importance of customer service excellence, safety standards, and product knowledge. This approach enhances overall operational efficiency and ensures the consistent delivery of top-tier service to every guest.</li><li>• Strategically implement innovative promotional events and marketing strategies, significantly boosting bar revenue by designing engaging customer experiences that create excitement and drive foot traffic, resulting in heightened brand recognition and establishing the bar as a vibrant social hub within the hotel.</li><li>• Manage comprehensive stock control and inventory management processes, minimizing waste and optimizing costs through precise forecasting and efficient resource utilization, thereby enhancing profitability</li></ul>	

**Club Mahindra hatgad (Nashik) – Maharashtra**

Food & Beverage Manager	Nov 2022 – Sept-2024
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- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
- Preserve excellent levels of internal and external customer service
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Identify customers' needs and respond proactively to all of their concerns
- Lead F&B team by attracting, recruiting, training and appraising talented personnel

**Ramada by Wyndham Darjeeling–West Bengal**

Event Manager	June 2021– Nov 2022
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- Plan, forecast and execute food and beverage orders
- Process customer complaints patiently
- Plan alternative recipes for customers with special dietary needs
- Check food and beverage supplies and place orders when needed
- Track and order shipments
- Communicate and build strong relationships with vendors
- Adhere to food, health and safety standards
- Plan, hire, train, oversee and manage the members of staff
- Oversee and supervise the welcoming of customers
- Always strive towards an exceptional customer experience

**Fortune park galaxy (Member ITC's Hotel Group) Vapi– Gujarat**

Restaurant manager	March 2018– Jan 2020
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- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations □Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

**Cygnett Park Di - Arch, Lucknow-Uttar Pradesh**

F&B Executive	September 2017 – March 2018
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- Spearhead a team of associates to deliver exceptional guest experiences and raise the standards of service of the hotel.
- Design bar display, purchase goods and continuously make necessary improvements.
- Attendance and participation at weekly F&B meetings with the department head.
- Establish a rapport with groups to ensure guest satisfaction and repeat business.
- Maintaining beverage inventory of bar.
- Checking bar expenses on monthly basis.
- Maintaining par stock levels of provisions, soft beverages & liquor as per functions.
- Making roster as per functions.
- Daily duty allocations of associates.
- Training associates related to food, beverage, beverage knowledge, and various creative set up.
- Coordinating with different departments like – sales, finance, loss prevention, engineering, Banquet culinary and events department.

**Best Western plus Levana, Lucknow-Uttar Pradesh**

Sr. Bar Captain -Food and Beverage	Nov 2013-Aug 2016
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- Best western plus levana with 66 rooms in inventory it is a business hotel situated in Heart of Lucknow.
- Monthly turnover of INR 75 Lack on an average in bar operations.
- Spearhead a team of associates to deliver exceptional guest experiences and raise the standards of service of the hotel.
- Design bar display, purchase goods and continuously make necessary improvements.
- Attendance and participation at weekly F&B meetings with the department head.
- Maintaining par stock levels of provisions, soft beverages & liquor as per functions.
- Making roster as per functions.
- Daily duty allocations of associates.
- Training associates related to food, beverage, beverage knowledge, and various creative set up.
- Coordinating with different departments like – sales, finance, loss prevention, engineering, Banquet culinary and events department.

- Meeting with the all event coordinators and get feedback
- Establish a rapport with groups to ensure guest satisfaction and repeat business.
- Maintaining beverage inventory of bar.
- Checking bar expenses on monthly basis.

**Radisson blu resort & spa, Alibaug - Maharashtra**

Sr. GSA	April 2012- Jun 2013
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- Promptly provided all the necessary information to the guests and ensured that their stay is comfortable.
- When required, checked identification of customers to ensure meeting age requirements for purchase of alcohol and tobacco products.
- Subtly surveyed and evaluated customers to ensure no over-consumption of alcohol.
- Assisted on all levels of guest relations to ensure customer satisfaction.
- Ordered and maintained bar supplies such as: drinks, food and liqueurs.
- Regularly arranged attractive displays of bottles and glassware.
- Continuously reviewing information to keep up to date on new cocktails and drinks.
- Recommended different drinks to customers – presented new drinks and liqueurs.

**Park Plaza- a Sarovar group of hotels, Jodhpur-Rajasthan**

Tr. Bartender	Apr 2011- March2012
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- Answered the calls of the guests regarding booking/cancellation of the bookings.
- Served customers in a helpful/friendly manner – Received drink orders from clients, waiters and servers, served drinks, collected payments and operated the cash register.
- Efficiently mixed ingredients to prepare cocktails; poured beers and wines according to drink recipes.
- Served snacks to customers seated at the bar.
- Cleaned up bar area on a regular basis.
- Entrusted with giving detailed information and tours regarding the history of the hotel.
- Successfully planned and organized numerous banquet bar events.

### ***Industrial Training***

#### **Manas Life Style Resort, Igatpuri-Maharashtra**

Industrial Training	Oct 2009- Feb 2010
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- Greeted the hotel customers walking in, helped them in accommodation, directed the luggage to their room and ensured best services are offered to the guests
- Offered special packages and services to the guests, participated in promotional campaigns and ensured excellent customer satisfaction
- Exposed to operational and management meetings of the hotel
- Planned menus for daily customers as well as corporate functions
- Worked in the housekeeping department and ensured the rooms are clean for the next guests and all the necessary toiletries are in place

### ***Educational Details***

<b>Degree/Diploma</b>	<b>College/ University</b>	<b>Year</b>
Bachelor in Hotel Management Catering Technology & Tourism	SAMS IHM, Varanasi, UP	2008-2011
Master of Business Administrator	Sikkim Manipal University	2011-2014
Bar wizard Professional Bartender's Program	IBOM, New DelhiIndia	2011

### ***Personal Details***

<b>Date of Birth</b>	17 <sup>th</sup> -July-1992
<b>Nationality</b>	Indian.
<b>Languages Known</b>	English, Hindi, Bhojpuri
<b>Marital Status</b>	Married.
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