

Deepak Chauhan

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*Deepak Chauhan
C/O Shri. C.S Chauhan
D-353, Adarsh Shivaji Nagar,
Roorkee.
Haridwar (UTTARAKHAND)
PIN - 247667*

Career Objective

To work in an organization where I can use my creativity and innovative ideas along with my managerial & technical skills to achieve challenging goals; and contribute substantially in the development and expansion of the organization

Educational Qualification

- Matriculation Examination from U.P. Board in 2003
- Intermediate Examination from U.P. Board in 2005

Professional Qualification

- Diploma in Hotel Management from UIHM in 2012 from Dehradun, (Uttarakhand)

Computer Proficiency

I am Comfortable with the following application packages:

- MS Excel
- MS Word
- Internet

*Father Name :
Shri C.S Chauhan*

Date of Birth: 3rd oct 1988

Sex: Male

Nationality: Indian

Marital Status: Married

Languages Known:

English & Hindi

INTERESTS

Singing songs , listening music

PREFERENCES:

Location: Any Where

Professional Qualification

1 - Worked with **M/s Gardenia HotelSpa and Resorts** Haridwar as a **Waiter** from Oct 2012 to Dec 2013.

2- Worked as a **Senior Waiter at Ramada Chelsea, Dubai** for one and half years.

From Jan 2014 to August 2015

Responsibilities :-

- Greet and escort customers to their tables.
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies).
- Prepare tables by setting up linens, silverware and glasses.
- Inform customers about the day's specials.
- Offer menu recommendations upon request.
- Up-sell additional products when appropriate.
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization.
- Check customers IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages.
- Communicate order details to the Kitchen staff.
- Serve Food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report and problems.
- Arrange table setting and maintain a tidy dining area.
- Deliver check and collect bill payments.
- Carry dirty plates, glasses and silverware to kitchen for cleaning.
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties).
- Follow all relevant health department regulations.
- Provide excellent customer service to guests.

3- worked as a **Floor supervisor at Slider Station, Gastronomica General Trading LLC,** Muscat from Dec 2015 to August 2020.

- Coordinate daily front of the House and back of the house restaurant operations.
- Deliver superior service and maximize customers satisfaction.
- Respond efficiently and accurately to customers 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 boarder 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.

Worked with CAPTAIN CAVALRY RESTAURANT & BAR as a Restaurant Manager from May 2021 to Feb 2022.

- Screening, interviewing, hiring and training restaurant staff.
- Managing restaurant staff's work schedules.
- Conducting regular inspections of the restaurant kitchen to determine whether proper standards of hygiene and sanitation are maintained

- Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- Checking in on dining customers to enquire about food quality and service.
- Monitoring inventory and ensuring that all food supplies and other restaurant essential are adequately stocked.
- Monitoring the restaurants cash flow and setting outstanding bills.
- Reviewing customers surveys to develop and implement ways to improve customers service.
- Resolving customers complaints in a professional manner.

**Worked with Food Enterprise Qatar (NINO)
Vendome mall (Qatar) as a Food &
Restaurant Manager from April 2022 to
Dec 2023.**

Job Duties:

- Delivered attentive and personalized service topatrons, ensuring their comfort and satisfaction throughout their dining experience.
- Effectively communicated daily specials, menu offerings, and beverage options, showcasing in-depth knowledge.
- Took and placed accurate food and drink ordersand demonstrated precision in handling dietary restrictions and special requests.
- Collaborated with kitchen staff to ensure timelyand seamless order delivery, minimizing wait times, and enhancing guest satisfaction.
- Efficiently managed multiple tables, ensuring eachreceived prompt service and maintaining a high table turnover rate.
- Addressed customer inquiries, concerns, and complaints professionally, defusing potential issuesand ensuring positive resolutions.
- Implement policies and protocols that will maintainfuture Restaurant operations.

**Currently working with VINYASA RESORT
Kanatal, Tehri Garhwal as General Manager
from May 2024 to till date.**

Result – Driven General Manager with 2 Years of experience in leading luxury resorts, driving exceptional guest experiences and fostering high-performing teams. Currently helm Vinyasa Resort, Kanatal a serene hill station retreat in Tehri Garhwal Uttarakhand.

Expertise –

- Strategic Leadership
- Hospitality Operations.
- Guest Experience Enhancement
- Team Development
- Revenue Growth

Responsibilities -

- Oversee resort operations, ensuring seamless delivery of services.
- Develop and implement strategies to boosts occupancy and revenue.
- Foster a culture of exceptional customer service

My goal is to provide excelling customers service, maintain a positive work environment and drive business success.

Competencies

- Fast learner. Adapt well to changes and pressures in workplace.
- Friendly with an upbeat attitude.
- Ambitious and committed to excellence.
- Committed to deadlines and schedules.
- Sincere with a high level of Integrity.
- Result oriented

Declaration

I confirm that the information provided by me is true to the best of my knowledge and belief.

Place :

Date:

Signature