

Hemant Yadav

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Profile

Dedicated hospitality professional with a strong foundation in customer service, team leadership, operations management, and hospitality management. Proven track record in delivering exceptional guest experiences in diverse settings, including restaurants, sales, guest services, food and beverage operations, and banquet operations.

Work Experience

May 2025 - Oct 2025

Toronto, ON

Restaurant Server | Royal Canadian Yacht Club

- Provided fine-dining service to 500+ members and guests during peak summer season while maintaining composure and service standards.
- Executed food and beverage service for 15+ high-volume events (100–450 guests), including weddings, regattas, and VIP dinners.
- Driving 20% increase in special upsells through persuasive and knowledgeable recommendations
- Consistently ranked top server based on member feedback cards, contributing to club-wide guest satisfaction scores.

April 2024 - Present

Toronto, ON

Sales / Team Lead | Amway Global

- Promoted Amway products and drove customer acquisition, leading a team of five to achieve a 30% sales increase.
- Built collaborative environments to boost team performance, contributing to 20% improved customer retention and 10% growth in new customers.

Feb 2020 - Nov 2020

Jaipur, RAJ

Face-to-Face Fundraiser | UNICEF

- Raised Rs. 2,300,000 (approximately \$38,000) for COVID-19 response initiatives through direct outreach.
- Conducted awareness presentations, increasing public support by 25% via impactful community engagement.

May 2019 - Nov 2019

Jaipur, RAJ

Guest Services Associate | INOX Leisure Ltd.

- Achieved 95% customer satisfaction by providing exceptional service and resolving inquiries efficiently.
- Trained and mentored 6 new staff members on company's standards of procedures (SOPs) and enhancing team productivity.

Main Skills

Fine Dining & Banquet Service	Menu Presentation & Upselling	Multitasking
Food & Beverage Operations	High-Volume Event Management	Team Leadership
Guest Relations	Customer Service	Adaptability
Conflict Resolution	Presentation Skills	Point of Sale Systems

Education

Sep 2023 - Jan 2026

Toronto

George Brown College

Hotel Operations Management

My coursework includes Customer Service Management, Food & Beverage Operations, Team Leadership, and Crafting Beverages. I am also an active member of the Future Hospitality Society, a club for passionate hospitality enthusiasts.

May 2018 - May 2019

Jaipur

Frankfinn Institute of Air Hostess Training

Aviation, Hospitality, and Travel Management

This program strengthened my skills in guest relations, conflict resolution, self representation and professional communication, helping me adopt a customer-centric approach to service delivery.

Volunteer

Aug 2024 - NOW

Toronto

Young Single Adults (YSA) Community Member at The Church of Jesus Christ of Latter-day Saints

Plan and execute inclusive monthly events, managing logistics, volunteers, and venue setup for 50–100 attendees

Certifications

Smart Serve Ontario

Food Handler Certification

. Emergency First Aid CPR/AED

Availability

Flexible schedule, including early mornings, evenings, weekends, and holidays.

Interests

Passionate about Motorsport (Formula 1, WEC, IndyCar), self-improvement, coffee, reading great books and making meaningful connections with people from all walks of life