



CURRICULUM VITAE

PERSONAL DATA.

Name: Avinash Singh.

Nationality: Indian.

Date of birth: 06 / 05 / 1981.

Status: Married

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DESIRED POSITION.

Hotel Operation Manager / Opening and Pre-opening

OBJECTIVE.

An energetic, talented and driven hotel manager with a real passion for delivering a first rate service to guests and maintaining excellent relationships with them to encourage repeat business. Having a proven track record of running successful operations that nurture and grow the business, cut costs whilst at the same time maximising profits. Possessing the experience and initiative to further bolster a hotel's reputation and commercial success.

Looking to join a reputable and exciting hotel group where I can progress quickly and have the opportunity to develop an enviable career profile.

SPECIAL SKILLS.

Planning and organizing Luxury hotels accommodation, catering and other all around hotel services, promoting and marketing the business, managing budgets and financial plans and controlling expenditure, accurate hiring of key players within the operation. I speak fluent, English. Just to name few of my skills.

EDUCATION.

PROFESSIONAL QUALIFICATION

- Diploma in Hotel Management and Catering Technology from IIBM, Patna in 2002-05

ACADEMIC QUALIFICATION

- Graduation from Veer Kuwar Singh University in 2002
- Intermediate from Council of Higher Secondary Education, Orissa in 1999
- Matriculation from Board of Secondary Education, Orissa in 1997

PROFESSIONAL EXPERIENCE.

Room Division Manager.

Hotel *Samdareeya Rewa* 05/11/18 till date

A Three stars boutique Hotel

I am responsible for room operations .

Sales and Marketing plans

Service standards and procedures.

All the Tour operator and travel agency contract .

Corporate Dealing

- **Hotel Samdareeya Rewa**
- 34 Rooms Operational Property With , 2 Restaurant, Room Service, & Three Banquets to facilitate 25 to 300 people

Hotel Regency , Varanasi

Operation Manager. 01/02/17 till 31/10/18

Define operations standards and procedures.

Redefine sales and marketing strategy.

Optimizing and train all managers to upgrade services and standards.

Improve budget and financial strenght .

Guest relation operations.

Redefine all the F&B outlets with special attention to the theme restaurants, study and implement new (menu and services) .

Responsibilities:

- Planning and organizing accommodation, catering and other hotel services; Promoting and marketing the business; Managing budgets and financial plans and controlling expenditure; Maintaining statistical and financial records; Setting and achieving sales and profit targets; Recruiting, training and monitoring staff; Planning work schedules for individuals and teams; Meeting and greeting customers; Dealing with customer complaints and comments; Addressing problems and troubleshooting; Ensuring events and conferences run smoothly; Supervising maintenance, supplies, renovations and furnishings; Dealing with contractors and suppliers; Ensuring security is effective; Carrying out inspections of property and services; Ensuring compliance with licensing laws, health and safety and other statutory regulations.

JOB HISTORY

1. Position: F&B Manager

Duration: August 2015 to July 2016

Property: Hotel Landmark, Varanasi

- 34 Rooms Property With , Restaurant, Room Service, & Two Banquets to facilitate 25 to 150 people

Job Profile:

- Authorized to exercise overall administrative control for Smooth functioning of the Hotel
- To prepare and monitor departmental budgets and responsible for achievement of targets by taking necessary corrective measures
- To establish standard operating procedures for Departments with respect to their service, purchase & supply and responsible for maintaining the set standards
- To determine the training needs of the staff and responsible for the implementation
- To quote rates and finalize the T & C and execution for all functions
- To plan work schedules and coordination, catering along with other hotel services as per requirements
- To formulate reports related to operations & other activities and responsible for maintaining various facts and figures of the activities that are taking place.
- Meet as well as greet the guests & customers
- Ensure events run without interruption
- To sign the following – cash vouchers, gate pass for outdoor functions & responsible for preventing the misuse of resources
- To periodically upgrade operations & product, to keep in pace with the latest development and competition
- To enhance guest satisfaction and achieve organizational goals

2. Position: AsstF&B Manager

Duration: Aug 2012 – June 2015

Property: Rivatas by Ideal, Varanasi

- 70 keys hotel with 104 covers coffee shop, 66 covers specialty restaurant, 28 covers lounge and 3 banquet halls to cater 25 to 500 people)

3. Position: Incharge- F&B Services

Duration: July 2008-Jun 2012

Property: Comfort Inn GSK, Delhi

- 40 keys with 60 cover coffee shop, 40 covers bar, 24 hour room service, 25- 150 covers banqueting

4. Position: Tranee RSM

Duration: Sep 2007-July 2008

Property: Barbeque Nation (A Unit of Sayaji Group of Hotels), New Delhi

- 170 covers fine dining restaurant
- Opening Team Member of (ShushantLok Gurgaon , Janakpuri Delhi , Sec -26 Chandigarh)

6. Position: Sr. Steward

Duration: Mar 2005- Sep 2007

Property: Radisson Hotel, Varanasi

- 114 keys property with 102 deluxe rooms and 12 suites, having a 84 covers coffee shop, 64 covers kebab factory, 36 covers bar, 42 covers lounge & 3 banquets as well as a big lawn, with a capacity of 25 to 500 gathering.

EXPOSURE

- 22 weeks training In Hotel Radisson, Varanasi in 2003-04

ADDITIONAL ACHIEVEMENTS TO CONSIDER.

Also I did a great training in Delhi at Choice Training Program at that time I was F&B Incharge.

HOBBIES AND INTERESTS.

Wines, food, computers, traveling, learning languages, history, reading and outdoor nature.

STRENGTHS.

Very disciplined and highly self-motivated in my career. Strategic planning cost control and budgeting to ensure profitability. Consider the entire team to be important and I'm always open to new and fresh ideas from my staff. Very strong at improvising and work well under stress and deadlines. I pride myself on the ability to motivate and inspire others in order to help them reach their potential. Extremely creative & in continuous transformation as a chef and as an individual.

Well acquainted with Pre opening of hotel as a team member of Comfort Inn, Amritsar, Rivatas& Landmark Hotel

Complete knowledge of hotels operations

Unparalleled guest relations skills especially in creating "special touches" and resolving guests' requests and concerns with pleasantly, patiently and professionally.

Strong analytical skills including trend analysis and the ability to develop innovative tactics to resolve problems

Excellent eye for details can carry out actions to improve the appearance of the property, and employees as well as establish relevant actions that meet guest's expectations.

Positive and upbeat approach to employee relations and guest complaints.

Strong computer skills especially word processing, hotel operating systems and spreadsheet creation

Good oral, written and training communication skills

Date:

Place:

(Avinash Singh)