



## **Purva Shetty**

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### **Objective**

Dedicated, Efficient, helpful, hardworking and friendly customer service provider with excellent managerial skills. I am looking for a work environment and position which besides offering me a challenging job would provide me to grow in the competitive market.

### **Profile Summary**

- Customer-focused with strong interpersonal and problem-solving skills with 3 years of experience delivering exceptional service to guests in hotels, restaurants and cafes.
- Recipient of Hystar Award for outstanding performance; highly reliable and hardworking
- Quick-learner and efficient; able to complete tasks proficiently and take on new challenges .
- Recognized for my superior performance and dedicated service while climbing the ladder through receiving promotions for consecutive years 2018, 2019
- Imparting training to junior students through the learning and working process at the college as well as restaurants.
- The key qualities of being successful that I possess are : leadership, attitude, flexibility and efficiency.
- Currently Manager at Marve bar & restaurant / Annapurna Hospitality and catering.

### **Education**

- **Masters: Hospitality and Tourism Operations Management**  
**Jan. 2018 – Aug. 2019**  
Fanshawe College, London, Ontario
- **Graduate: Bachelor of Science Hospitality Studies**  
**Aug. 2014 – May 2017**  
Apeejay Institute of Hospitality, Mumbai, India
- **High School**  
**Aug. 2012 – May 2014** Santaji Mahavidyalam, Nagpur, India

## Experience

### Operations Manager-

**Marve bar & restaurant / Annapurna Hospitality and catering,  
Mumbai/Nagpur September 2019 - Present**

- Handling smooth flow of operations under all the outlets under the hospitality company.
- Overseeing food quality, developing menu as well as greeting guests.
- Management of vendors, inventory and equipment.
- Accomplishing human resource objectives.
- Doing the marketing of the restaurant right.
- Managing budget and keeping cost under control.
- Ensuring health and safety standards.

### Management Trainee

**‘The Chefs’ Table’ a fine dine restaurant at Fanshawe College,  
Canada January 2019 – August 2019**

- Training students to work at the restaurant
- Managing the workflow of the restaurant
- Briefing the staff at the shift
- Taking up reservations
- Closing the cash at the end of the shift.
- Resolving problems

### Supervisor /Server / Event Staff / Host

**Out Back shack Restaurant of Fanshawe Student union  
Canada, May 2018 - April2019**

- Started as a host in the Restaurant got promoted to as a server and event staff within 4 months and later as a supervisor.
- Host- greeted guests, seated them, assigned tables, helped the servers.
- Server- Served tables

### Cashier/Server

**1. Olive Oyle’s Deli and Saffron’s at Fanshawe College,  
Canada, May 2018 – August 2018**

- Served customers in a fast-paced café including making sandwiches, salads and specialty drinks
- Handled monetary transactions using POS system accurately and efficiently
- Assisted colleagues as needed to meet customer demands

**2. Trillium Employment Agency**

**Canada, May 2018 – August 2019**

- Worked at Tim Hortons Field in Hamilton Ontario at various sporting and musical events
- Quickly and professionally served beverages to event attendees

- Reliably processed cash, credit and debit transactions

### **Guest Service Agent**

**Country Inn and Suite by Carlson,  
Bangalore, India May 2017 August 2017**

- Greeted guests upon arrival and performed check-ins
- Answered questions regarding the property and surrounding local attractions
- Managed front desk activities including in-room check-ins, check-outs and

### **Intern**

**Grand Hyatt Mumbai, India  
June 2015 - Nov. 2015**

- Trained in all major departments which included food and beverage, front office, housekeeping and food and production in fulfillment of internship requirements
- Worked in gourmet store and helped in Celini during breakfast hours
- Performed check-in and check-out procedures during front office training
- Communicated effectively with colleagues to coordinate schedules and manage reservations

## **Volunteer Experience**

**Event Volunteer - Theme Dinner, December 2014, Apeejay Institute of Technology, Mumbai.**

**Student Volunteer – Farmers' Market April 2017, High street Phoenix, Mumbai, India.**

**Event Volunteer – Theme Dinner, December 2016, Apeejay Institute of Technology, Mumbai.**

## **Certifications-**

**AHLA June 2019** American Hotel and Lodging Association Certified Guest Service Professional.

**PRUD'HOMME Beer Certification June 2019** Canadian Developed And certified Beer Training.

**Safe Food Handlers June 2018** Traincan Inc.

**Smart Serve January 2018** Smart Serve Ontario

**Workers Health and Safety January 2018** The Ontario Ministry of Labour

**Certification of Mixology March 2017** Sheila Raheja Institute of Hospitality

## **Awards**

**HYSTAR-** Grand Hyatt Mumbai, India, (2015)

**Dean Honour List** - Fanshawe College ( Canada 2018/2019 )

**Best employ of the month-** Outback Shack ( may, october, november 2018)