*Sandeepsingh Rajpal*

*Hotel Sher-E-Punjab, Shahada-425409 (INDIA).*

*Phone - +919696964040*

*Email address: sndprajpal30@gmail.com*

***Objective:***

*A highly motivated and proactive Hotel owner in India with passion for service excellence is seeking position as supervisor on a sponsor visa at your reputed firm for his hunger to learn and adapt with the changing trends in the hospitality industry. With more than 4 years of combined experience in all departments of hotel operations and also versed in creating unforgettable guest experiences in hotel dining and catering events management.*

***Education:***

***Masters of International Hotel Management*** *Oct 2013 -2015*

*Blue Mountains International Hotel Management School*

*Sydney, Australia*

***Bachelors of Business Administration*** *Aug, 2009-May, 2013*

*R. C. Patel Institute of Management and Research Development*

*Shirpur, Maharashtra, India*

***Certificate Course:***

***Responsible Service of Alcohol & Diploma of Barista at Vittoria Coffee*** *Oct 2013*

*(NSW & ACT), Australia*

***Work Experience:***

***Australia-***

***Crown Plaza (COGGIE BEACH***) *July 2015-Sept, 2016*

Banquet Attendant

* *Take orders*
* *Set up rooms for events and accommodate all the guests at tables.*
* *Serve the guests and if required assist with placing orders*
* *Arranging for closing down the vent. Breaking down the table set up and taking tablecloths and linens to the laundry and keep ready for next day.*

***PARK HYATT*** *Sept 2014-April 2015*

F&B Attendant

* *Identifying and anticipating the needs of customers and ensuring there complete satisfaction.*
* *Handling customer complaints and building good customer rapport to ensure repeat guests.*
* *Displayed enthusiasm and knowledge about the restaurant's menu and products.*
* *Received frequent customer compliments for going above and beyond normal duties.*

***PINNACLE PEOPLE, AUSTRALIA***

*F&B Attendant*

* *Set up retail outlets before service*
* *Take orders using Micros POS and Serve food/beverages adhering to the SOP*
* *Calculate payments at the end of the shift*
* *Restocking and preparing the workstation for the next shift*

***ZAAFFRAN FINE INDIAN RESTAURANT DARLING HARBOUR,*** *Oct 2013 - Jan 2014*

F&B Attendant/Wait Staff

* *Oversee and supervise operations of the restaurant during weekends.*
* *Participated with the management to plan, develop and implement action for high-business days like New Years and Christmas Eve.*
* *Quickly recorded transactions in MICROS system to deliver prompt service.*
* *Routinely cleaned work areas, glassware and silverware throughout each shift.*
* *Demonstrated genuine hospitality while greeting and establishing rapport with guests.*

***India-***

***HOTEL SHER-E-PUNJAB*** *(Family Owned Restaurant & Lodging)* ***Nov*** *2015 -* ***Present***

Owner

* *Opened a new hotel, which delivers quality service, providing a warm and welcoming environment.*
* *Conducted menu designing; and hotel’s Interior-exterior designing, staff hiring.*
* *Designed ways and conduct periodical staff trainings. Assigned duties to each department*

***SAYAJI 5 STAR HOTEL, INDORE*** *April 2012 - Sept 2013*

Intern (Restaurant and events management)

* *Six month experience in all departments: --Rooms & Suites Division, Front Office, Restaurant Management, Food and Beverage Services, Event Management, Housekeeping.*
* *Assisted with the BBQ station, banquet setup and service, patio area.*
* *Assisted co-workers whenever possible.*
* *Maintained clean dining room, lobby and service areas at all times.*

***Skills****:*

* *Guest relations professional*
* *Team building*
* *Quality assurance*
* *Time management*
* *Hotel operations and management*
* *POS system savvy*
* *MICROS*
* *OPERA*
* *Flexibility and adaptability.*
* *Up-selling capability*
* *Event planning and coordination*

***Achievements:***

* *Awarded as Best Young Performer in the Australian Sikh Games Hockey Tournament held in Perth in March 2014*
* *Promoted from Team Member to Team Leader within a short span of 3 months, at Salsas*
* *Awarded Best Performer of the Graduating Batch, 2009-2013, India*
* *Represented my country at International Conference held at school in November 2013.*

***References:***

***Ashley Cornwall***

*F & B Assistant Director*

*Hyatt Regency (Perth)*

*+61407155143*

[*ashley.cornwall@hyat.com*](mailto:ashley.cornwall@hyat.com)

***Tarang Shah***

*Assistant Manager*

*Promenade Café (PARKHYATTCANBERA)*

*+61402016369*

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