

NIRMAL KAUR

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JOB OBJECTIVE

To be initiative, result oriented and tenacious. Apply my skills to provide quality service to the customer and work for a challenging and rewarding career, to be part of a team that dynamically work towards growth of the organization and gain satisfaction thereof.

PROFILE SUMMARY

- Nearly 05 years of rich experience in Food & Beverage Operations, General Administration, Customer Relationship Management in the Hotel industry
- Proficient in managing menu planning, banqueting service, inventory management and maintenance of a hygienic environment in the kitchen
- A creative & open-minded person with the ability to follow instructions and willingness to serve clients
- Expertise in providing best services to customers by listening to their problems, analysing their issues and giving best possible solutions
- Successful in building relations with upper level decision makers resolving critical problem areas and delivering on client commitments
- Ability to lead/ guide - Enthusiastic and friendly with co-workers and clients.

MAJOR ACCOMPLISHMENTS ACROSS CAREER

- Holds the merit of winning Bravo Award for taking up extra responsibilities and performing well
- Successfully received good comments/ appreciations from the clients for outdoor catering
- Demonstrated ability to anticipate and address guests' service needs and thank guests with genuine pleasure

CORE COMPETENCIES

- Ø Manpower Planning
- Ø Training & Budgeting
- Ø Personnel Management
- Ø Public Relations

WORK EXPERIENCE

September 2016 - till Date -

Hostess/Administrative in At.mosphere **Burj Khalifa, Dubai**

(World highest Lounge/Restaurant in the world)

April 2015 - September 2016

Food and Beverages Hostess in **Armani Hotels & Resorts, Duabi**

(Traveller's Choice and Time Out Dubai winner)

Oct 2014 - March 2015

Food and Beverage Hostess in **IZ Restaurant in Grand Hyatt, Dubai UAE**

F & B Hostess Duties:

- Ø Greet guests and patrons personally and on the telephone
- Ø Offer appropriate seating arrangements
- Ø Present menus and take orders
- Ø Ensure the quantity of menus is sufficient to cater to the number of guests
- Ø Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion
- Ø Set up dining rooms and make reservation arrangements
- Ø Maintain clean and organized tables and work area
- Ø Assist room service when and as needed
- Ø Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant

July 2013 - September 2014

Food and Beverage Assistant in **IZ Restaurant in Grand Hyatt, Dubai UAE**

F&B Assistant Duties:

- Ø Till Banking
- Ø Customer services
- Ø Making all kind of drinks and coffee and Up selling wines
- Ø Involved in the restaurant operations across 3 meals from Breakfast, Lunch and Dinner And Banquet operations
- Ø Serving food and beverage along taking booking and Reservations
- Ø Bar Closing

September 2012 to April 2013.

- Ø Eight Month Experience **Golden Tulip Punchkula Chandigarh (P.B)** as a Hostess & R.S.O.T Food & Beverage

September 2010 to August 2012

- Ø Two Year Experience **Hotel Country Inn & Suites By Carlson Amritsar City (P.B)** as a Restaurant Hostess F&B Service

August 2009 to July 2010.

- Ø One Year Hotel Operation Training (HOT) Food & Beverage Service Department **Country Inn & Suits By Carlson Amritsar (P.B)**

Key Result Areas

- Ø Implementing pricing strategies after reviewing market competition and adopting modern trends in food styling; experimenting & presenting innovative ideas, styles, making new dishes and thus ensuring cost control measures
- Ø Maintaining quality and consistency of food for enhancing satisfaction amongst customers
- Ø Conducting hygiene inspections and conveying feedback to operating staff as well as managers for gaps in actual Vs standardized norms
- Ø Maintaining service standards by effective recruitment, training and organization of service staff
- Ø Organizing several corporate training projects to make the team members adept with modern processing skills
- Ø Tracking guest satisfaction index for rooms, restaurants, banquets and other functional areas, communicating with the guests through e-mails and letters after reviewing comments card

EDUCATION

2017	Cross training of Event coordinator, Armani Hotel Dubai
2009	Bachelor's in Hotel Management from Global Tech Institute of Management, New Delhi
2006	12 th Govt. Sr. Sec, Gumanpura Amritsar, Punjab
2004	10 th from Govt. High School, Jagdav Khurd Amritsar, Punjab

PERSONAL DETAILS

Date of Birth:	06 th September 1987
Languages Known:	English, Hindi & Punjabi
Dubai Address:	Jebel Ali, Discovery Garden, Dubai UAE

Declaration:

I hereby declare that the above details are true and fair to the best of my knowledge.

Thanks & Regards

Nirmal Kaur