



# AJAY KUMAR

## BACHELOR OF INTERNATIONAL HOSPITALITY & BUSINESS Management (2009-2013)

|| Kurukshetra university, India ||

### CONTACT

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Woodbridge, ON, Canada

### EXPERIENCE

Line Cook - Chop Steakhouse and Bar -  
Ontario, Canada || August 2022 to Present

Restaurant manager - Lite bite foods -  
New Delhi, Delhi || September 2021 to June  
2022

Chef de Partie - Essex farm - New Delhi,  
Delhi || August 2017 to August 2020

Commi-1 - Massive Restaurant - Gurgaon,  
Haryana || October 2016 to July 2017

Commi-2 - Fio country kitchen and bar -  
New Delhi, Delhi || October 2014 to June  
2016

Commi-3 - Diva Italian Restaurant - New  
Delhi, Delhi || November 2013 to October  
2014

### STRENGTH

- Disciplined and punctual nature.
- Effective convincing communication approach.
- Ability to restrain the atmosphere under stress and crisis management.
- Flexibility and adaptability under adverse conditions.
- Ability to quickly assess problems and take necessary actions.
- Quick learning and Keen Observing mind and body.
- Enthusiastic team player with strong interpersonal skills.
- Logical approach towards Problem Solving.
- Timely Execution of Activities through Planning and Time Management.

I am an extremely ambitious, goal-oriented individual with a clear and concise vision of future objectives. I would like to enhance my skills in a work-related environment and learn new things that will make me a better professional. Use my talents by putting them into good use for the benefit of the organization that I work for. I am eager to find a position offering long-term potential with structured career progression.

### PROFESSIONAL SYNOPSIS

- ❖ A Resourceful & Team Oriented Manager with the Experience in certain aspects like Operations Management, Inventory, Training, and Relationship Management.
- ❖ Definitive Strengths in Reducing Costs, Developing Feedback Mechanism to Identify Errors, Retrain Staff and Provide Senior Management with Decision Making Information.
- ❖ Adapt at maintaining service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit.
- ❖ Recognized for outstanding organizational skills, creativity, artistic display, public relations and an ability to consistently exceed guest expectation.
- ❖ Proven ability of delivering value-added customer service and achieving customer delight by providing customized products as per requirements.
- ❖ Inter-Personal, Relationship Management and Problem-Solving Skills

### PROFESSIONAL EXPERIENCE

- ❖ Handling smooth functioning of Restaurant Operations including goals, administrative activities and maintaining reports / records.
- ❖ Work with Chef for planning and designing the Menus in line with the Guests concerns/ needs.
- ❖ To manage the operation of the Restaurant/s by developing and implementing strategies and services which meet the needs of the Guests
- ❖ Responsible for Scheduling, Roaster and Job Specific Training.
- ❖ Supervising entire F & B Operations / Service; inclusive of formulating & implementing the department's Standard Operating Procedures.
- ❖ Managing all aspects of service management involving ambience management.
- ❖ Timely Execution of Activities through Planning and Time Management.
- ❖ To formulate and upgrade a Departmental Operations Manual, which is accessible at all times to all staff, detailing product specifications, standards of performance, maintenance/ cleaning schedules, policies & procedures in accordance with Company Policy.

### TRAINING MANAGEMENT

- ❖ Responsible for all Training & Development activities.
- ❖ Ensuring SOPs are followed in the Restaurant
- ❖ Organize and manage Pre-Opening team Members to ensure quality standards of the organization.
- ❖ Educating staff on the brand training.
- ❖ Closely scrutinizing Guest feedbacks for better improvement plans.

### RELATIONSHIP MANAGEMENT

- ❖ Focusing on maximum customer satisfaction by closely interacting with guests to understand their requirements.
- ❖ Ensuring compliance with the set quality standards in order to enhance guest satisfaction.