**VARUN SHAH**

**Address**: - S/O Mrs.Janki Shah,III/I NewP.W.D, Officer’s

Colony, Race Course DehradunUttarakhand 248001

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**PROFESSIONAL PROFILE**

* A result oriented professional with more than 2 years of experience as Asst. Outlet Manager in Various Luxury hotels in India and Seychelles, and total 11 years of rich & dynamic experience in the areas of Food & Beverage Dept.
* Customer Service, Guest Relations and specializing in Food and Beverages.
* Experienced in operations management, forecasting, and budget development and staffing.
* An exceptional skill for relationship management with colleagues and senior management.
* Excellent communication with effective relationship building, negotiation, analytical skills & abilities in liaising with both internal and external customers

**PROFESSIONAL EXPERIENCE**

**Munch Box Uttrakhand, Dehradun**

**Founder and operation Manager (June 12th 2019-Till present)**

**Job Responsibilities:-**

* Handle complaints and make effective service recovery of each Guest experiencing the Outlet.
* To ensure that the team exceeds expectations of customers and deliver great customer experience
* Accountable for budgeting, forecasting and cost control.
* Investigated and resolved food and beverage quality and service complaints, ensuring customer satisfaction and repeat business
* Ensure that entire team collectively achieves the forecasted as well as the budgeted targets with highest level of quality.
* Driving Incentive programs in the team to achieve the targets.
* To achieve the relevant targets in customer service, sales. Guest relations and increase profits through suggestive selling.
* Completely responsible for branding and marketing for outlet in different media portals very actively.

**Raffles, Praslin-Seychelles**

**Assistant Manager Food and Beverage (February 2nd 2018- May 12th 2019)**

**Job Responsibilities:-**

* Handle complaints and make effective service recovery
* Ensure standards are being followed in accordance with F&B policies and procedures
* Regularly inspect food & beverage quality
* Ensure all colleagues follow opening and closing procedures
* Hold monthly departmental meetings and follow up on the feedback given by the colleagues
* Learn and adhere to safety, sanitation and hygiene policies. Ensure all colleagues follows the policies and conduct regular checks
* Establish resident database with preference records of regular residents
* Implement weekly cleaning schedules for operating equipment (trolleys, pantry, etc)
* Control stock of all equipment.

**Fairmont Hotels International, Jaipur**

**Assistant Manager Food and Beverage *(*March 1st 2017 – January 2nd 2018)**

**Job Responsibilities:-**

* **Responsible for Nearbuy Ecommerce company tie up and promotion with hotel**
* **Launched first Indo-Persian restaurant in India**
* Ensure that Audit Scores are always maintained and improving at all times.
* Designed and developed service sequence of all outlets in accordance with the Fairmont service essentials and LQA guidelines..
* Maintaining the opening and closing procedure.
* Planned and organized various food festivals, restaurant promotions and special event

**Snr. Supervisor *(*July 2nd 2014 – March 1st 2017)**

**Job Responsibilities:-**

* Have done a market and competition survey of the city to know the potential business expected
* **Responsible for Nearbuy Ecommerce company tie up and promotion with hotel**
* Ensure that Audit Scores are always maintained and improving at all times.
* Handling shifts and ensuring the setup is as per standard of hotels.
* Maintaining the opening and closing procedure.
* Handling queries & request of the in-house guests & external guests.

**Shiv Vilas, Jaipur**

**Assistant Manager (Food and Beverage Service)** ***(*April 4th 2013 – January 31 2014)**

**Job Responsibilities:-**

* Managing the Outlet Restaurants &In Room Dining
* Planning of monthly targets, categorizing the targets, directing and delegating work to simplify achievable targets, ensuring the achievements and detailing and reporting with analysis with shortcomings.
* Reviewing and Evaluating Guest feedback and react accordingly ensuring all compliments and complaints are responded to in a timely and appropriate manner
* Outlet adherence to the company leading Quality Assurance (LQA) standards. Maintain set outlet standards and ensure that the highest standards of food and beverage quality and service are achieved in the outlet.

**Marriott International, Jaipur (July 11th2011-February14th2013)**

**Food and Beverages executive -Restaurant, In room dining & Bar.**

**Job Responsibilities:-**

* Conducting new promotions in the restaurants with the help sales creative team.
* Knowledge of menu to aid up-selling.
* To conduct audits in the restaurant to ensure compliance to standards.
* To ensure all guest requests are attended promptly.
* Checks upon the quality of mis-en-place and ensures equal distribution.
* Knowledge of Micros.
* Be aware of emergency and safety procedures.

**Leela Palace kempinski, Udaipur**

**Food and Beverages Assistant – (Jan 27th 2009 - June 07th2011)**

**Job Responsibilities:-**

* Worked in Banquet, Restaurant and Room service.
* Giving inventory to the F&B controller.
* Making the weekly staff rota in the absence of Supervisor.
* Cash handling, closing and opening the shift.
* Organizing different-2 destination dining (Wine and dine, on floating pontoon, live boat canopies)

**Le Meridien, Jaipur**

**Food and Beverages Assistant (March 10th 2008-january 10th 2009)**

**Job Responsibilities:-**

* Worked in 102 covers bar.
* Opening and closing of bar as per check list
* Maintaining hygiene, following all HASSP points.
* Placing beverage requisition according to business in forth coming week.
* Meeting the organizers to check the requirements
* Giving inventory to the F&B controller.

**Achievements and Affiliations*:-***

* Cross exposure in Raffles Seychelles (South Africa) as an Outlet manager for one month.
* Certified trainer of department, have completed Train the Trainer programme
* Awardedas **Star of the month** as a Supervisor in Fairmont Jaipur.
* Underwent and successfully completed Essential skills of supervisors and managers program in Marriott Jaipur.
* Underwent several wine tasting sessions organized within the hotel.
* Cross exposure and was part of pre-opening supporting task team for Leela Chanakyapuri Delhi.
* Arranging team parties, outings, social gatherings and recreational activities.

**Internship**

* Industrial training from ‘Country Inn & Suits’ by Carlson, Jalandhar.
* Worked as a volunteer in ‘FIRST ASIAN MAYOR CONFERENCE’ held in Dehradun.

**Educational Qualification**

* Pursued diploma course in ‘GLOBAL HOSPITALITY’ from a leading institute at national level ‘AIR HOSTESS ACADEMY’ Dehradun.
* Bachelor of Arts from H.N.B Garhwal University.

**Hobbies and Interest**

* Cooking.
* Exploring new places.
* Organizing party for colleagues.

**Languages**

* English
* Hindi
* Basic Knowledge of German

**Personal Details**

Date of Birth: 5th December1988

Mother’s name: Smt. Janki Shah

**Permanent address**: III/I, New P.W.D Officers Colony

Race Course, Dehradun, Uttarakhand

Marital status: Married

**Passport-No**  H1450589

**Reference:**

* Available on request