**CURRICULUM VITAE**

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**Deepak Kumar Singh**

**Email- deepakkumarsingh49@yahoo.in**

**Mob- +91 9582169288, 9632142701**

**Bangalore- India,**

**PROFESSIONAL SUMMARY**

Result oriented professional with 9 year experience managing Food & Beverage Operations with leading hotels of the industry.

**Professional Experience**: -

**Radisson Blu Outer Ring Road Bengaluru, from Nov 2018 to March 2020.**

**Assistant Restaurant Manager (All Day Dining 160 cover Restaurant as Incharge)**

ROLES & RESPONSIBILITIES

Revenue Generation:

* Maximize revenue through sales and increase in average checks through up-selling, effective training and motivational techniques.
* Contribute towards profitability by generating revenue ideas .
* Promoting and marketing the business.
* Achieve budgeted revenues and control costs .Present a monthly revenue forecast for the outlet.
* Adherence to stock control, par stock of beverage and conducting inventories.
* Purchase requisition of cutlery, crockery glassware and liquor.
* Control over cost and wastages during crunch period.

Customer Delight:

* Ensure satisfaction scores are shared within the team and proper action is taken to improve results.
* Interact with guests in service area to understand the need and ways to improve service and product offering
* Manage customer queries and concerns within the outlet in efficient and pro-active manner enhancing customer relationship and database to improve repeat business.
* Communicate special offers and promotions to potential clients in co-ordination with sales department.

People Management:

* To prepare monthly training calendars and follow them with giving every individual a chance to conduct training in order to groom them smooth and efficient operation ensuring team growth and engagement.
* Train outlet team members to maintain quality service. Motivate and build team morale in the outlet
* Take action on underperformance and indiscipline of team member when necessary.
* Assign key responsibilities to each individual and conduct yearly appraisals
* Conduct quarterly one-to-one meetings.

**Radisson Blu Atria Bengaluru – Feb2018- sept 2018)**

**Assistant Restaurant Manager**

**Developing and Maintaining Budgets: -**

* Develop and manage all financial, employee engagement and guest satisfaction

plans and actions for Food and Beverage promotions.

* Maintain a positive cost management index for outlet operations
* Utilize budgets to understand financial objectives.

**Leading Food and Beverage Team: -**

* Managed One Atria Cafe (ALL DAY DINING)
* Supervise and manage employees. Managed all day-to-day operations using interpersonal and communication skills to lead.
* Create and nurture a property environment that emphasize motivation, empowerment, teamwork, continuous improvement and a passion for providing service.
* Respond quickly and proactively to employee's concerns.
* Provide learning, proactive coaching and counseling atmosphere with a focus on

continuous improvement.

**Ensuring Exceptional Customer Service:-**

* Provide excellent customer service and responds quickly and proactively to

guests concern.

* Understand the brand service culture and ensure that all employees, team leaders and understand the brand service culture.
* Manage day-to-day operations, ensuring the quality, standards and meeting the

expectations of the customers on a daily basis.

**Crowne plaza Gurgaon**

**Assistant Restaurant Manager – Café G (All Day Dining) and IRD (December 2016 – Jan2018)**

* Handled **Café G (all day Dinning)-** restaurant as incharge.
* Maintaining guest relation to make sure them regular to the restaurant.
* Maintained high standard of service to provide wow experience.
* On regular basis training about the service and food to maintain quality of service
* Maintaining data base to update customer about the happening in the premises.
* Maintaining high standards of hygiene and cleaning in the department.
* Conduct team building activities to bring motivation and enthusiasm among team.
* Come up with new idea for promotion and activities for bringing more footfalls.
* Certified Departmental Train The Trainer for The Park Hotels- Corporate Trainer.

**ITC Welcomehotel Dwarka new Delhi**

**F&B Supervisior-** All day Dinning & Bar –June2014 - December 2016

**Pullman Gurgaon(Accor)**

F&B Associate-November 2011 –June 2014

**Claridges Surajkund Delhi NCR**

F&B Associate January 2011-November 2011

**Education: -**

BSc HMCTT - First Class 2010

BIEC - Second Class 2005

BSEB - First class 2003

**College**: -

SAMS, IHM Varanasi (UP) PUNJAB TECH UNIVERSITY.

Date:-

Place:-