**Amit Chakraborty**

I consider myself as a dedicated professional with 4 year of experience in hospitality industry and as a seafarer. I have been appreciated for achieving performance metrics within highly visible hotels. In my 4 years of experience, I have had the opportunity to deliver exceptional services and maintain relation with guests through excellent communication skills. With the expertise mentioned above, I seek for a job opportunity in your organization.



chakrabortyamit786@gmail.com



Telibagh Kharika Bengali Colony Lucknow, 592/53, Lucknow India

|  |  |  |
| --- | --- | --- |
| **WORK EXPERIENCE** |  |  |
| **Industrial Trainee** |  |  |
| ITC GARDENIA |  |  |
| ***07/2014 – 10/2014*** | ***Bengaluru*** |  |
| ***Achievements/ Tasks*** |  |
|  |  |

* Answer queries regarding hotel services, provide assistance and respond to guest’s complaints.
* Co-coordinating with team workers to plan events.
* Servicing and maintaining the guest’s rooms and replenishing stocks as and when needed.
* Trained in 4 of the major department of hotel industry.

|  |  |  |
| --- | --- | --- |
| **Restaurant Manager in Trainee** |  |  |
| California Burrito |  |  |
| ***11/2016 - 9/2017*** | ***Bengaluru*** |  |
| ***Achievements/ Tasks*** |  |
|  |  |

* Currently positioned as restaurant manager in a store generating revenue over 20 lakhs.
* Educating associates and guiding them to follow SOP rewards and recognition to achieve organization goals.
* Ensure all decisions are made in the best interest of the store.
* Ensuring efficient inventory management by reducing wastages and thereby increasing profits.

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| --- | --- | --- |
| **Guest Service Associate** |  |  |
| THE DEN BENGALURU |  |  |
| ***09/2017 – 05/2018*** | ***Bengaluru*** |  |
| ***Achievements/ Tasks*** |  |
|  |  |

* Assist in creating a warm and welcoming environment for our guests.
* Ensure that all the guests’ requests and queries are responded to promptly and effectively and an exceptional service is delivered to guests at all times.
* Support the kitchen staff as and when required and in accordance with hygiene and safety regulations.

9044412435



20 May, 1994

**EDUCATION**



**HIGH SCHOOL**

KENDRIYA VIDYALAYA

***04/2010 – 03/2011***

***Courses***

* PHYSICS, CHEMISTRY, MATHS

**INTERMEDIATE**

NEW PUBLIC COLLEGE

***04/2012 – 03/2013***

***COMMERCE***

* Accounting
* Economics
* Business studies

**GRADUATION**

INSTITUTE OF HOTEL MANAGEMENT (IHM), BENGALURU

***06/2013 – 05/2016***

***Courses***

* BSc in HOSPITALITY AND HOTEL ADMINISTRATION IHM

**REWARDS AND RECOGNITION**

**Participated in under-17 Regional Badminton Championship (11/2010)**

*Kendriya Vidyalaya*

Best food cost control for 5 months (29%)

*California Burrito*

Best performer for exceeding the given target *California Burrito*

**F&B Attendant**

COSTA CRUISES

***05/2018 - Present***

A cruise line under Carnival Corporation ***Genova, Italy***

***Achievements/ Tasks***

* Responsible for resolving all food and service related issues with the work station and serve passengers according to the highest standards set by the cruise line.
* Proper knowledge of USPH regulations and ensure adherence to the standards set.
* Involved in performing other functions, such a greeting passengers upon embarkation, serving afternoon teas and organizing Captain’s Welcome cocktail parties.

Rewarded for increasing sales through upselling *California Burrito*

MR. CHAMPION OF THE BATCH

*Costa Cruises*

* Culinary Academy of India

**TRAINING & CERTIFICATES**

International Sushi Training Workshop, 2016

*Organised by JETRO & IPCA accredited by All Japan Sushi Association World Sushi Skills Institute*

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| **LANGUAGES** |  |  | **SKILLS** |  |  |  |
| ENGLISH | | HINDI | Multitasking skills | | Team work Skills |  |
|  |  |  |  |
| *Full Professional Proficiency* | Language skills | | MS Windows |  |
| *Full Professional Proficiency* | |  |
|  |  |
| BENGALI | |  | Professionalism | | Customer Service Skills |  |
|  | Basic Computer Skills | | Adaptability |  |
| *Native & Bilingual Proficiency* | |  |  |