**HIMANSHU RISHI**

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***Customer Service-Hospitality Sector***

*(Qualified food & beverage associate with 4+ years of professional experience in restaurant management and*

*is searching for a hospitality industry where my experience and skills would be put in use)*

AREAS OF EXPERTISE

**OPERATIONS**

* Highly dynamic and self-motivated, with high levels of integrity, positivity and achievement-orientation
* Worked with team members with varied cultural, lingual and professional backgrounds
* Team member with exceptional interpersonal skills and a flair for connecting with people.
* Ensuring customer satisfaction by achieving delivery of service quality norms.
* Strategizing policies & procedures in the operating systems to achieve greater customer delight.

# Profile

* Hotel Management professional with 3+ years of experience in F & B Service and customer relationship.
* Currently serving as Food and Beverage Associate for The Leela Ambiance convention hotel New Delhi CBD ground Surajmal road near Yamuna sport complex.
* Strong F & B Service Personnel with experience creating customer relationship, up selling and handling guest issues.
* Excellent team management, presentation, communication & problem solving skills.

# Professional Experience

**THE LEELA AMBIENCE CONVENTION DELHI HOTEL APRIL 2018 - TILL**

FOOD AND BEVERAGE SUPERVISOR

* Focusing on guest service to ensure that everything must go well and up to the standard.
* Always trying to up sell.
* Worked in rotation shifts to learn about all the F & B Outlets.
* Responsible for achieve sale budget.
* Coordinate with other department for smooth operation

**THE LEELA AMBIENCE CONVENTION DELHI HOTEL January 2017- March 2018**

FOOD AND BEVERAGE ASSOCIATE

* Planning to ensure smooth and seamless running, peak efficiency and delighted service.
* Plan and organize the various hotel services including Buffet & Ala-Carte services, and other ancillary services.
* Assisting supervisor in plan out for up selling and smooth operation.
* Attending monthly meeting with Food & Beverage Supervisor and Managers.
* Maintaining beverage inventory on daily basic.
* Making sale Report on Departmentally wise.

**CROWNE PLAZA MAYUR VIHAR, NEW DELHI December 2014 - December2016**

FOOD AND BEVERAGE AGENT – F & B SERVICE

* Planning to ensure smooth and seamless running, peak efficiency and delighted service.
* Assisting supervisor to plan out for up selling and smooth operation.
* Assists to achieve monthly and annually outlet budget.
* Attending monthly meeting with Food & Beverage Supervisor and Managers
* Maintaining beverage inventory on daily basic.
* Making sale Report on Departmentally wise

**RADISSION BLU DWARKA, NEW DELHI July 2014- December-2014**

FOOD AND BEVERAGE ASSOCIATE – F & B SERVICE

* Plan and organize the various hotel services including Buffet & Ala-Carte services, and other ancillary services.
* Implement the service quality standards in meeting and delighting the guests and offering all the hotel amenities.

**SPECIALITY GROUP OF RESTAURANT, PUNE June 2013 – May 2014**

**(MAINLAND CHINA)**

GUEST SERVICE Supervisor - F & B SERVICE

**Operations:**

* Focusing on guest service to ensure that everything must go well and up to the standard.
* Always trying to up sell.
* Worked in rotation shifts to learn about all the F & B Outlets.

**Responsibilities:**

Learning all the basic and much needed aspects of job profile. Co-coordinating with management & other departments such as Housekeeping, Maintenance, Security, Front Office etc. to ensure customer delight.

# Software Skills

**Office Automation :** Micros, Infrasys, POS, Opera, Ewit.

# Education & Training

**3yr Degree in Hotel Management,** IHM Gwalior under NCHMCT Pusa, 2010-2013.

**Higher Secondary Certificate (12th) in Commerce,** C.B.S.E Board, Delhi. 2010

**Secondary School Certificate (10th)** C.B.S.E Board, Delhi. 2008

# Personal Information

**Languages :** English, Hindi,

**Date of Birth :** January 20, 1992

**Marital Status :** Single

**References :**