**Ravinder Singh Tanwar**

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**Objective:**

To pursue my passion in a career in Marketing/Hospitality Industry. I am particularly interested in moving to the leading group to help with the huge influx of Indian clients that are now looking for a big brand, values, and category. I believe that, in particular, there will be huge attraction & business between India and the rest of the world, and am seeking an opportunity to work for the fastest growing blue-chip company like you to learn every possible work culture.

**Skills:**

|  |  |
| --- | --- |
| * Profitability and revenue generation | * Performance analysis |
| * Process Improvements | * Performance analysis |
| * Purchase and planning | * Planning and coordination |
| * Strategic planning and execution | * Food and beverage service |
| * Business development | * Guest Handling |

**Work History:**

* **INOX Leisure Limited, Jaipur**

**Position- Executive - Operations (July 2019- till now)**

**Work done by me:-**

* Increased company profits through performance optimization strategies and efficiency improvements.
* Built and strengthened relationships across functional leadership areas to keep revenue development and operational plans interconnected and effective.
* Efficiently and effectively-identified and solved all problems that impacted the direction of the business.
* Strategically coordinated operations according to objectives and capabilities, effectively allocating resources to meet demands
* Optimized integration of promotional plans with business development and leadership strategies through comprehensive teamwork.
* Established and administered annual budget with effective controls to prevent overages, minimize burn rate, and support sustainability objectives.
* Evaluated suppliers by assessing quality, timeliness, and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency.
* Communicated with management to develop strategic operation goals.
* **Holiday Inn Jaipur City Centre by IHG Hotels Int., Jaipur**

**Position- Food and beverage captain (January 2019- July 2019)**

**Work done by me:-**

* I was in charge of Restaurant and Bar Operations in this Hotel.
* Handled day-to-day running of Restaurant and bar, ensuring high levels of productivity and progression.
* Worked with IHG Members club guests to understand needs and provide excellent service.
* Supervised floor staff and guided proper performance, adherence to policies, and uniform presentation.
* Maintained records of daily activities with SAP, including bar inventory spreadsheet to take inventory manually or automate the process with liquor inventory software.
* Responsible for hiring bar staff and building the team. I use to choose the trainers and direct the creation of the entire bar staff training materials.
* **The Oberon New Delhi**

**Position – Food and Beverage Supervisor (Oct 2017 to July 2018)**

**Work done by me:-**

* Planned operations to effectively cover all needs while controlling costs and maximizing service.
* Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
* Determined operational weak points and implemented corrective actions to resolve Guest complain and service concerns.
* Resolved challenging guest complaints to satisfaction, promoting brand loyalty, and maximizing repeat business.
* Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.
* Worked with the qualified chef to diversify the menu with new offerings.
* Accurately completed end-of-day financial tasks worth over $2500 of cash and card transactions daily.
* **The Oberoi Vanyavilas, Ranthambhore**

**Position – Assistant in Food and Beverage Service (Sep. 2015 to Sep 2017)**

**Work done by me:-**

* Inspected preparation and storage equipment regularly to assess and maintain performance for cost-effective, safe operations.
* Protected business, team members, and guests by monitoring alcohol consumption and keeping operations in line with legal service requirements.
* Maintained high standards of food quality by reviewing shipments, overseeing the preparation, and monitoring food safety.
* Set and enforced performance and service standards to keep a consistent, high-quality environment devoted to customer satisfaction.
* Oversaw balancing of cash registers, reconciled transactions, and deposited establishment's earnings to finance department while working under Supervisor...
* Investigated and integrated enhanced service and team management strategies to boost business profits.
* Organized and oversaw food service training to educate employees on various tasks, including resetting tables, relaying orders to cooks, and up-selling food and beverages.

**Training and Courses Completed:**

* Industrial Training from Country Inn & Suites by Carlson, Jaipur, Rajasthan (4 months)
* Cross exposure training in **The Oberoi, New Delhi** (2.5 months)
* Cross exposure training in **The Oberoi Rajvilas, Jaipur** (2 months)
* Cross exposure training in **The Oberoi Udaivilas, Udaipur** (2 months)
* Cross exposure training in **The Oberoi Amarvilas, Agra** (2 months)

**System knowledge:**

|  |  |  |
| --- | --- | --- |
| * MICROS | * SAP | * Web-Prolific |
| * OPERA 5.0 | * SNOWCROSS | * MS Office |
| * ORACLE | * INFRASYS | * Basic computer |

**Academic Qualifications:**

* MBA (Regular) in Marketing and HR

Rajasthan Technical University, Kota, Rajasthan, India

**First Division till now** (68%) (August 2021)

* B.sc in Hospitality and Hotel administration in applied nutrition

Institute of Hotel Management, Bhopal India

**First Division** (71%) (June 2015)

* Senior secondary - **71% (PCB)** (August 2012)
* Secondary - **78 %(** August 2010)

Kendriya Vidyalaya no.2 Jaipur, India

**Awards and Recognitions:**

* Best trainee award - Country Inn & Suites by Carlson, Jaipur
* Best team & team player of the quarter - The Oberoi Vanyavilas, Ranthambhore
* Chairman's trophy - The Oberoi Vanya Vilas
* **Highest guest recognition award (2016)**
* **Highest guest recognition award (2017)**
* Upselling champion (2017)
* **Pride of Vanya Vilas (2017)**

**Accomplishment:**

I have traveled to 126 cities alone in India till now. After a certain period of leaving my job, I want a motive to continue my job hence; I traveled a lot for 3 months continuously and spend only 26500/- INR in total including all meals and accommodation. I understood that traveling boosts our confidence, self reliability and travel allows us to get to know ourselves better. On the road, I quickly learn that cultural references helped shape our image of the world. Putting ourselves in someone else's shoes to better understand them enlarges our field of vision. Engaging with other mindsets, values and ideas can be unsettling at first, but it ultimately makes us stronger and more open over time.

**Personal:**

I have a very positive attitude, am punctual and disciplined; have good listening and learning abilities. I believe I have leadership skills and the ability to motivate and inspire my co-workers. Travelling is my passion as I have lived in different places in India due to my family defense background.