






Sourav Saxena

A high caliber professional who is able to efficiently manage people and processes. Sourav can make a real contribution to the growth of any business and an expert at giving clear direction and feedback to staff in order to improve their performance.

CONTACT

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SKILLS

- Knowledge of Micros , Fidelio , Symphony & TC Pos
- Communication skills
- Problem-solving
- Gaining commitment
- Quality control
- Managing resource
- Time management
- Problem-solving

WSET LVL 2

- will be able to describe and compare the styles of wines produced from internationally and regionally important grape varieties, interpret wine labels from the main wine producing regions of the world and give basic guidance on appropriate selection and service, as well as understand the principles of wine tasting and evaluation.

EXPERIENCE

Outlet Supervisor

Lagadere - Dubai, UAE

- 10/2022 - Current
- Enhanced working relationships by participating in team-building activities.
- Created plans and communicated deadlines to complete projects on time.
- Developed ongoing programmes using good team communication and collaboration.
- Prepared range of written communications, documents and reports.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Built and maintained courteous and effective working relationships.
- Optimised team training and staff development.
- Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.
- Maintained clean, safe working environments to eliminate accident risks.
- Managed complaints with calm, clear communication and problem-solving.
- Operated tills to accurately process cash and credit card transactions.
- Collaborated with team members to achieve target results.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Customised customer experiences to build brand loyalty.

Head Waiter

Anantara the Palm Dubai - Dubai, UAE

- 09/2021 - 08/2022
- Managing and leading a team of employees.
- Getting tasks done by using all of the resources available to the team.
- Keeping senior managers updated on team performance.
- Dealing with minor staff grievances or problems in a professional and acceptable manner.
- Adhering to the company policy and high standards of behavior at all times.
- Carrying out incident, accident and non-conformity investigations and associated reporting

and action.

Deciding how to approach tasks and then developing a plan to accomplish them.

Caring for the health, safety and welfare of the team.

Supporting workers so they can perform their roles safely and to the best of their ability.

Communicating with managers and senior-level staff members on a daily basis.

Ensuring a safe operating environment for staff at all times throughout the shift.

Undertaking all other duties which may arise or as may be delegated from time to time.

Introducing new rules and ways of working together to team members.

Communicating deadlines and goals to team members.

- Delivered friendly and fast service to process high-volume food and drink orders at peak times.

Waiter

Anantara the Palm Duabi - Duabi, UAE

- 10/2017 - 09/2021
- Setting up the food tray and make sure the food is correct delivering food to the guest room and arrange food on the table . clearance of trays .
 - Taking care of minibar and refilling required item in the room.
 - Distribution of amenities according to the guest profile.
 - Handling private beach dinner .
 - Coordinated team members to take, serve and clear orders accurately and promptly.
 - Enquired about guest satisfaction, anticipated additional needs and happily fulfilled ad-hoc requests.

Waiter

Coriander Restaurant - Dubai, UAE

- 08/2016 - 10/2017
- Checks with Manager for assigned box seat stations, opening side work, and closing side work duties
 - Works with staff of other departments to perform job duties during special events and functions
 - Stay off your cell phone unless you are using it for work, have prior approval from management, or are on your 30 minute meal break
 - TEAMWORK! Be flexible every day and ensure you are working with other staff members to achieve guest satisfaction and operational success
 - Works with team members of other departments to perform job duties.
 - Actively participate in training and development programs and maximize opportunities for self-development
 - Assist other staff members with a positive attitude when you are not busy or when asked to help by management / supervisors

Waiter

House of Curry - Dubai, UAE

- 08/2014 - 07/2015
- Answer to guests queries and to refer any complain / suggestion to Outlet Manager or his Assistants
 - Perform any other duties as assigned by the Management
 - Manage an efficiently operated shift that is in accordance with the agreed standards and regulations
 - Manages setup for the restaurant in line with brand standards
 - Demonstrate trust, support and respect towards team members in day-to-day work activities
 - Helps manage stocks and inventories
 - Assisting guests regarding menu items in an informative and helpful way.

Waiter

ITC Maurya - New Delhi, India

- 12/2012 - 07/2014
- Checks with Manager for assigned dining room station, opening side work, and closing side
 - Completion of any task requested by a supervisor.
 - Perform all job duties in a safe manner and follow all company safety policies and procedures.
 - Cross-training and work as a catering server
 - Involves working with chemicals, heated equipment, steam and at other risk conditions
 - Performs all other duties as assigned.

EDUCATION

2012

Bachelor of Science Hospitality

Institute of Hotel Management - India

- [\[Degree\]](#) Graduate

2008

High school Higher Secondary

Kendriya vidyalaya - India