



Ravindra Singh Pawar

Experience specialist with a passion for delivering outstanding service. Self-motivated team player with strong organizational and interpersonal skills. always looking for learn new skills take an extra responsibility and grow professionally proactive customer-oriented professional with over years' experience in hotel and restaurants, experience training and mentoring new members of staff. confident public speaker with experience of giving presentation and training session. my dedication passion has been recognized with the workplace and extra responsibilities.

WORK EXPERIENCE

Restaurant and Banquet Supervisor Sohar Beach Hotel Oman

October 2019-present

- Customer complaint with empathy and composure
- Proactively participate in meeting on how to create new prices
- Unanswered calls responded to emails and spoke with client face to face
- Play worship and supervise new staff members
- Pitched on ideas on how to improve performance and efficiency
- Supervised and delegate the task with the team
- Help management to identify workflow issues and find solutions
- Proceed a range of documentations and entered information into database
- Ensured adherence to quality expectation and standards identified recommended developed and implemented new ways to increase organizational efficiency productivity and cost saving

Banquet Team Leader Jumeirah Beach Hotel

May 2011 - September 2019

- Assisted all personal with duties and tasks during high volume periods at the Conference
- Conference center
- Maintained consistent quality and high accuracy
- Approaches all encounters with guests and colleagues in a friendly, service- oriented manner
- Maintains constant communication with guests and on-site contact to ensure all expectations are met or exceeded

CONTACT

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SKILLS

- Teamwork
- Problem solving
- Customer service
- Leadership
- Sales
- Business Insight

EDUCATION

- Bachelor of commerce
- Mumbai university

Language

- English
- Hindi)
- Marathi

- Remains alert of complaints and or/unsatisfied guests responds appropriately to ensure guest satisfaction
- Coordinates with other departments to arrange for the delivery of requested services
- Maintains constant contact with kitchen staff to ensure complete effective communication between food production and food service
- Ensures all functions are set and staff is prepared and organized before required time on BEO
- Work with the Event/Sales Manager(s) to ensure quality and accuracy of set-ups within all catering rooms.

Banquet waiter

Al Bustan Palace Intercontinental Hotel Muscat, Oman

June 2007 – April 2011

- Welcoming guests and assisting with seating arrangements
- Coordinating food and beverage orders by working closely with kitchen and floor staff
- Enforcing health and safety guidelines
- Managing inventory, including food, equipment, and operation materials
- Maintaining documentation and developing an accurate bill of service
- Assisting management and personnel in setting up the logistics of an event
- Assigning team members appropriate responsibilities
- Addressing on-site customer complaints and concerns appropriately
- Enforcing hygiene regulations
- Observing guests and fulfilling additional requests
- Training new staff members.