



## Gaurav Verma



+91-9627339333



verma.gaurav937@gmail.com



292/6, Jarauli Phase-01

Narpat Nagar, Barra

Kanpur Nagar-208027

---

### MYSELF

I am a seasoned energetic hospitality professional with experienced for 10 + years in modern food & beverage service including banqueting operations and event sales, passionate about creating fond memories and experiences for guests and building exceptional teams, leading with kindness and humility is my sole principle in life.

I have a proven track record of exceeding guest satisfaction scores, improving operational efficiency and revenues.

---

**INTERPERSONAL SKILL** : Multi-tasker, Flexibility to respond to a range of different work situations  
Good at hitting deadlines  
Strong diplomacy and a good sense of humor  
Situational leadership  
Excellent team Relations  
Great guest satisfactions

---

**MANAGEMENT SKILLS** : F&B Service outlet management  
MICE operations management  
Financial Management – Budget & Forecast Analysis, Cost optimization, Vendor negotiations & profitability  
Human Capital – Performance, Trainings & Team Management  
Hygiene & Quality Compliance – Audits & corrective action plans  
EBITDA-Earnings before interest, taxes and amortization

---

**SOFTWARE SKILLS** Opera, Prolific  
Micros, Shawman and Touché  
MS Office & Outlook

---

### PROFESSIONAL EXPERIENCE

March. 2020 to Current : **Taj Group of Hotels Resorts & Palaces.**  
**Taj Skyline, Ahmedabad – 315 Keys**  
Banquet Manager: Pre-Opening project  
Responsible for Coffee shop (ADD)  
As well as banquet F&b operations

- Food and beverage outlets -05
- Banquet space -55,000 Square feet

Sept. 2017 to Feb. 2020 : **Taj Hotel & Convention Centre, Agra – 239 Keys**  
Banquet Manager  
One of the largest banquet space in north India.  
Advanced technology with world class infrastructure for MICE and weddings.

- Food and beverage outlets -06
- Banquet space -37500 Square feet

- Nov. 2016 to Sept. 2017 : **The Leela Ambience, Gurugram - 412 Keys**  
 Assistant Manager Spectra All Day Dining  
 Award winning all day dining Restaurant with 225 covers  
 Beautifully designed with global cuisine.  
 ➤ Food and beverage outlets -08  
 ➤ Banquet Space- 38000 Square feet
- April 2015 to Oct. 2016 : **Radisson Blu, Agra - 239 Keys**  
 Assistant Restaurant Manager: April 2016 – Oct.2016  
 Food & Beverage Executive: April 2015 – March 2016  
 ➤ F&B outlets -05  
 ➤ Banquet space -15000 Square feet
- Sept. 2012 to Feb. 2015 : **The Leela Kempenski, Gurgaon - 412 keys**  
 Guest Service Supervisor: April 2014- March 2015  
 Guest Service Associate : September 2012- March 2014  
 ➤ F&B outlets -08  
 ➤ Banquet Space- 38000 Square feet
- April 2011 to Aug. 2012 : **Taj Group of Hotels Resorts & Palaces.**  
**Taj view, Agra- 102 Keys**  
 Guest Service Associate  
 ➤ F&B outlets -04  
 ➤ Banquet space- 10,000 Square feet

## JOB SUMMARY

### Key highlights of my day to day job responsibilities are –

- Extensive knowledge and use of F&B service processes and policies.
- Evaluate guest satisfaction levels with a focus on continuous improvement
- To establish a proper working relationship with Sales managers to achieve objectives as determined by the balanced score card
- To maintain and increase service standards, productivity, and creativity leading to improved performance in the department
- Own all aspects of the Banquets and Restaurants operation including building rapport and establishing professional relationships with guests and clients leading to increased business
- Forecast and achievement of budgeted banquet sales and costs
- Participation and input towards F&B and event marketing activities
- Maintaining the Hotel banquet and bar control policies
- Development of menus - planning and pricing
- Providing leadership, motivation, direction and support to team, Staff attitude and appearance with ongoing basis trainings and development
- Planning event from start to finish according to requirements, target audience and objectives coming up with suggestions to enhance the event's success
- Sales and marketing skills to promote the event and attract sponsorship, Negotiation skills when looking for the best price for venues
- Event concept creation, Presentation skills to motivate the audience

## EDUCATION

- Bachelor of Arts from Mewad University Rajasthan.
- Diploma in Hotel management from KIHM Institute Kanpur Nagar.
- Vocational course of Hotel management and tourism from JNV Agra.
- Secondary Education, Jawahar Navodaya Vidyalaya, 2008 from Agra.
- High School, Jawahar Navodaya Vidyalaya, 2006 from Kanpur Nagar.

---

**CERTIFICATES**

**Food safety for managers** Certified from Taj Hotel & Convention Centre Agra

**First aid training certificate** from Radisson Blu Agra

**Manager of the quarter** from the General Manager, Radisson Blu Agra

**Trip Advisor superstar** from the General Manager, Radisson Blu Agra

**Executive of the quarter** from the General Manager Radisson Blu Agra

**Employee of the month** from the General Manager The Leela Hotels, Gurugram

**Certification of CTD programme from Taj hotels-** Ahmedabad

---

**PERSONAL INFORMATION**

Date of Birth : 09<sup>th</sup> February 1991

Father's Name : Late. Mr. Jawahar Verma

Marital Status : Married