

**VISHAL SHARMA**

**DOB:** 4th May 1992

**Address:** G-2 Sri Niwas Puri Police Colony New Delhi 110065

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**Height (CMS) :** 183 Cms

**Weight :** 85 Kgs

**Career Objective:** Seeking a position to utilize my skills and abilities in the Hospitality Industry that offers professional growth while being resourceful, innovative and flexible.

**Educational History:**

* **Institute of Hotel Management Kurukshetra (NCHMCT)**

BSC in Hotel Management and Catering Technology

* **Delhi Police Public School in the year 2010**

Passed (12th) senior Secondary School Certificate Examination

* **Delhi Police Public School in the year 2008**

Passed (10th) Matrix Certificate Examination

**Professional Experience:**

* **Butterfly Ayurveda Pvt. Ltd**

Operations Manager February 2020 – Currently Working

* + - * Handles the entire BA Bakery Operations
      * The daily coordination, improvement and execution of all food retail operations
      * Responsible to take care of online food shopping portals & regular check on the feedbacks
      * overseeing production, planning, quality control and maintenance
      * Managing stock control and inventory checks
      * Ensuring that health and safety regulations are followed
      * Documenting procedures for third-party monitoring
      * Creating and monitoring projects and teams
      * Accountable for cost management including equipment efficiencies, waste, direct labor and materials, whilst generating reports on these financial targets and other KPI’s
* **Food Craft India Private Limited**
* Operations Manager April2016 – February 2020
  + - * Responsible for the entire operations and formulate operational strategies and objectives to ensure the organization meets its goals and operates successfully
      * Giving professional support to other top executives as well as owner of the organization
      * Solving queries of the customers.
      * Giving suggestions to guests in terms of food
      * Provide employee training when necessary.
      * Capability of doing up selling.
      * Making Day to Day reports
      * Holding the cash and make it all accurate
      * Take briefing of the staff on regular basis
      * Make the profit and loss account
* **Le Meridien New Delhi, India**
* Senior food &beverage Associate September 2014 – January 2016
  + Ensuring a smooth service sequence taking account of the service standards and the satisfaction of guests. Increasing sales by providing specialist advice and active selling.
  + Ensure a consistent and convincing standard of service and maintain all the service standards.
  + Constant promotion of additional sales.
  + Active contribution to service.
  + Guarantee a cost-conscious manner of working.
  + Participate in internal meetings and training courses.
  + Care of guests from arrival to leaving the outlet in accordance with the standards.
  + Conscientious and correct execution of the Team Leaders’ instructions.

* + - **Jubilant FoodWorks (Domino’s)**
    - Associate Guest Delight Manager(Shift Manager) June 10 2013 – 14September 2014
      * Supervise the staff.
      * Hold the particular shift at the time
      * Solving queries of the customers.
      * Giving suggestions to guests in terms of food
      * Capability of doing up selling.
      * Making Day to Day reports
      * Holding the cash and make it all accurate
      * Take briefing of the staff on regular basis and make them aware about everything in Dominos
      * Make the profit and loss account on regular basis and share the report with my senior managers
      * Taking Feedbacks of the guests about the service and do mystery calls.

**Special Skills:**

* Comprehensive problem-solving abilities, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator & hard worker.

**Achievements:**

* Won Mocktail and Table decoration competition in all Haryana Assemble.
* Was selected as a MR. IHM Kurukshetra

**Language Ability:**

* **English :** Fluent
* **Hindi :** Excellent

**Hobbies :**

* Cooking, keeping and gaining knowledge of preparing a different dishes and making friends and like to interact with new people