**CURRICULUM VITAE**

**Name**: ***PRADEEP SINGH***

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**Phone No**: 8368520900,9873351723

**E-mail**: [pradeepsingh20000@gmail.com](mailto:pradeepsingh20000@gmail.com)

**Date of Birth**: 24th September 1997

**Gender**: Male

**Marital Status :** Single

**Father’s Name**: Mr. DEV SINGH

**Mother's Name**: Mrs MAKANDI DEVI

**Country of citizenship**: India **Country of Residence**: India



# OBJECTIVE

* Interested in building a career with leading corporate or flexible environments with dedicated people, which will help me to explore myself. Knowledgeable, Dedicated Customer Service Professional with extensive experience in Guest Service.
* Hospitality Industry. A team player with outgoing, positive attitude & proven skills in establishing good relationships with guests. motivated to maintain guest satisfaction and contribute to organization success. Specialize in Guest Service, Quality & process optimization. Zealous, Energetic

# EDUCATION

* Completed 10th from D.A.V PUBLIC SCHOOL, JASOLA VIHAR NEW DELHI (CBSE BOARD)
* Completed 12th from D.A.V PUBLIC SCHOOL, JASOLA VIHAR NEW DELHI (CBSE BOARD)

# GRADUATION

## INSTITUTE NAME – DELHI INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

LOCATION - **LAJPAT NAGAR**, **NEW DELHI**

## COURSE NAME – B.SC IN HOSPITALITY AND HOTEL ADMINISTRATION.

INSTITUTION START DATE - (**JUNE 2016**-**APRIL 2019**) **GRADUATION YEAR**: **2020**

**EXPERTISE IN :**

Profitable Restaurants Operations.

Managing Day To Day Operations.

Team Building & Motivation.

Running Smooth Operations Flow.

**KNOWLEDGE**

System Handling - Scheduling, Training, Inventories.

Food Cost Control Management.



# RELEVANT WORK EXPERIENCE

**BURGER KING INDIA PVT LTD ( RESTAURANTS BRANDS ASIA LIMITED )**

Currently Holding The Position Of a **Shift Manager** From Last 1 Year (**Aug 2022- Till Now**)

**KEY RESPONSIBILITIES**

**Guest Service & Satisfaction** : Responsible for food safety and resolving customer complaints about food quality or service & understanding customer needs.

**Shift Management** : Responsible for managing up to 30 people on shift & Internal communication to run smooth operations. Conducting daily staff briefings to give

feedback on key work related issues.

**Training** : Training to the new joiners, supporting team crew members, and motivating them to perform excellence and foster a team environment focused on group success.

**CERTIFICATE OF FOOD SAFETY & HANDLER FROM INTERNATIONAL SERVSAFE**

**THE CHATTER HOUSE ( NEHRU PLACE )**

WORKED AS A **COMMI 3** IN CONTINENTAL CUISINE FOR 6 MONTHS (**SEPT 2020-MARCH 2021**)

Checking The Quality, Quantity and The Expiration Of The Product Along With Goods Receiving Department

Store Received Food Items In Accordance With The Highest Standard Of Hygiene

Preparing Mis-en-place For Hot & Cold Section Of The Kitchen

**GASTRONOMICA KITCHEN & BAR ( GK 1 )**

WORKED AS A **COMMI 3** IN CONTINENTAL CUISINE FOR 10 MONTHS **(MAY 2019-MARCH 2020**).

Checking The Quality, Quantity and The Expiration Of The Product Along With Goods Receiving Department

Store Received Food Items In Accordance With The Highest Standard Of Hygiene

Preparing Mis-en-place For Hot & Cold Section Of The Kitchen

* + **Industrial Training :** Underwent Industrial Training For 17 Weeks at **INDIA HABITAT CENTRE, LODHI ROAD, NEW DELHI**.
  + Completed One Week Industrial Exposure In Core Departments at **HOLIDAY INN MAYUR VIHAR**.

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# SKILLS

* Language: English, Hindi
* Computer Skills: Microsoft PowerPoint, Microsoft Word, Microsoft excel.

# HOBBIES

* Playing Cricket and Volleyball.
* Athletic

# PRADEEP SINGH