



# Ankit Kumar

F&B SERVICE EXECUTIVE

## Details

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## Links

[linkedin.com/in/ankit-lamba-b47049132](https://www.linkedin.com/in/ankit-lamba-b47049132)

## Skills

Time Management  
Adaptability  
Fast Learner  
Ability to Work Under Pressure  
Microsoft Office  
Critical thinking and problem solving  
Event Planning  
Team Player  
Team Leader

## Languages

Hindi  
English

## Hobbies

Watching Movies and Web Series

## Profile

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Accomplished and determined food service professional provides excellent customer experience. Possesses extensive knowledge of food safety and quality standards. Skilled at multitasking and practicing effective time management.

## Employment History

### F&B Service Executive, The Claridges, New Delhi

APRIL 2018

- Planning and delegating work duties to the staff and ensuring that they work according to the compliance of the restaurant business
- Checking with the guest and making sure that they are getting served with the best quality food
- Ensuring customer satisfaction with all the services provided to them.
- Trained new staff members on company policies and procedures.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Maintained clean and organized restaurant to comply with hygiene and health regulations.
- Set and enforced performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction.
- Supported and assisted team members in handling guest inquiries and requests and in resolving guest complaints.

### Guest Service Executive, The Leela Palace, New Delhi

FEBRUARY 2018 – FEBRUARY 2019

- Consistent level in service
- Monitored guest services personnel for efficiency and accuracy of response to guest complaints.
- Monitored guest feedback, using to improve service and departmental operations.
- Collaborated with outside departments to coordinate solutions and retain guest satisfaction.
- Responsible to supervise the team work
- To enhance the level of service through my team
- To ensure the customer satisfaction by providing an interactive service by team.

### Guest Service Officer, Hyatt Regency, New Delhi

DECEMBER 2015 – JANUARY 2018

- Consistent level in service
- Responsible to supervise the team work
- To enhance the level of service through my team
- To ensure the customer satisfaction by providing an interactive service by team.
- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Took reservations over phone and through email, recording guest information in computer system and verifying details.
- Assisted guests by furnishing information and directions to casino, gift shop, and dining areas.

### Guest Service Associate, ITC's Fortune Hotels, Gurugram

JUNE 2013 – NOVEMBER 2015

- Open up all the cupboards and side stations for the setting up of the restaurants
- Ensure linen, cutlery and hollowware is stacked for service and the water jugs Re-filled and placed on the side-station Maintain cleanliness at the workstation
- Carry out any other tasks assigned by the supervisor
- Assists in seating the guests
- Introduces himself on the table
- Offers the choice of water and serves it on the table immediately
- Takes the order for the drinks and the starters
- Feeds the order in the micros with exact specifications
- Unfolds the napkins and presents the main course menu
- Serves all order as per the guest request or as per the basic service sequence decided by the management
- Dazzle and delight the customer by providing interactive service

## Education

### **B.sc. Hospitality, IHM, Pusa, New Delhi**

JULY 2010 – APRIL 2013

Graduated from India's finest Institute of Hospitality industry

### **Higher Secondary Certificate, A.I. Collage, Muzaffarnagar**

JULY 2009 – APRIL 2010

### **Secondary School Certificate, A.I. Collage, Muzaffarnagar**

JULY 2008 – MARCH 2009

## Internships

### **Intern, The Royal plaza, New Delhi**

DECEMBER 2012 – APRIL 2012

## References

### **Mr Amit Raina from The Claridges**

+919999737870

### **Mr Vivek Singh from Hyatt Regency**

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