



NITESH KUMAR

Nationality: Indian **Date of birth:** 10 Sep 1990 **Gender:** Male

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Home: Bhuli, 'E' Block, Sec. 1, Q.No.44 Bank more, Dhanbad, 828105 (India)

ABOUT ME

Results-oriented Hospitality Professional with 10+ years of experience in exceeding guest expectations and driving operational efficiency in F&B service. Proven ability to lead and motivate teams, consistently exceeding guest satisfaction benchmarks. Skilled in multitasking, problem-solving, and ensuring adherence to safety and hygiene standards. Thrives in fast-paced environments and seeks a challenging role to leverage expertise in propelling business growth.

WORK EXPERIENCE Tr. Captain (F&B Service)

Trivik Resort [Feb 2023 – Current]

City: Chikmagalur

Country: India

- Cultivated a high-performing F&B service team, achieving a **15% increase in guest satisfaction scores** through targeted coaching and service optimization strategies.
- Spearheaded guest service operations during peak hours, ensuring seamless coordination and prompt resolution of guest concerns.
- Maintained exceptional food quality and presentation standards by fostering close collaboration with kitchen staff.
- Onboarded and mentored new team members, instilling a culture of service excellence and guest-centricity.

Galley Operator

Costa Crociere S.P.A. [Sep 2018 – Jan 2023]

Country: Italy

- Ensured the highest levels of sanitation and safety compliance within the galley, implementing the threebucket system and upholding U.S.P.H. regulations.
- Maintained a clean and hygienic environment for food preparation and storage areas, exceeding health and safety standards.
- Leveraged strong communication skills to foster collaboration with international teams and maintain a positive work environment.

F&B Service Team Member

Premiere [Mar 2014 – Apr 2017]

City: Bangalore

Country: India

- Cultivated a welcoming atmosphere and delivered exceptional guest service, consistently exceeding customer expectations.
- Provided insightful menu recommendations and comprehensive explanations to enhance guest dining experiences.
- Upheld brand standards by meticulously adhering to established F&B service protocols.

City: Chennai

Industrial Training

Green Park Hotel [May 2013 – Oct 2013]

Country: India

- Acquired skills in standard banquet setup and table layout.
- Demonstrated proficiency in buffet setup and napkin folding techniques.
- Gained practical knowledge of F&B service operations, including silverware and plateware maintenance.

EDUCATION AND TRAINING BSc in Hotel Management

[2010 – 2013]

Country: India

Passed 10th +2

[2007]

Country: India

Passed 10th

[2005]

Country: India

SKILLS

Organizational Skills:

- Exceptional time management and multitasking abilities
- Strong attention to detail and accuracy in tasks
- Effective problem-solving and decision-making skills
- Clear communication and teamwork capabilities

Technical Skills:

- Proficient in MS Office Suite (Word, Excel, PowerPoint)
- Experienced with POS systems and inventory management software
- Knowledgeable in food safety regulations and sanitation standards
- Skilled in social media marketing for restaurant promotions

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s): **Bengali**

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

COVID-19 VACCINATIONS Fully

Vaccinated

I hereby confirm that the information provided in this CV is accurate and complete to the best of my knowledge.

8 Mar 2024