

# VIKAS SINGH

## HOSPITALITY

### CONTACT

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Mumbai, India

10<sup>th</sup> July 1997 (23)

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### PROFILE

Experienced Hospitality worker with a BSc in Hospitality Management. Proven ability to Run front desk, food service, keep customers satisfied and resolve conflicts. Responsible, Knowledgeable and a technical savvy.  
Flexible in bank jobs, telecommunication and cabin attendant (aviation)

### SKILLS

- FRONT DESK MANAGEMENT
- PHONE ETIQUETTS
- CUSTOMER HANDLING
- COMPUTER SKILLS
- TEAM LEADERSHIP

### EXPERIENCE

#### TELEPERFORMANCE, Mumbai

September 2020 – October 2020 (1 month)

- DIBS Expertise for Flipkart
- Handling Customer Complaints
- Resolve Customer queries

#### THE OBEROI HOTELS, Mumbai

January 2020 – March 2020 (3 months)

- Set tables, trays according to type of food ordered and the hotels service standards.
- Accurately records, pre-checks and picks-up all food and beverage orders.
- Serves guests their food and beverage in prompt, courteous manner as per the standard sequence of service.
- To have a full knowledge of the food & beverage items & their specifications, menu prices, recipes and style of service etc.

## EDUCATION

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### BSc in HOSPITALITY & MANAGEMENT

#### Atharva College of Hotel Management

2016 -2019

- GPA 6.90
- Participated as a Dancer in Annual function
- Participated in food making competition, prepared Afghani cuisine

## LANGUAGES KNOWN

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- English
- Hindi

## INTERESTS

Music and dance  
Drawing / Painting  
Reading Books

- Report guest complaints immediately to the supervisors and ensuring follow up is performed with the guest

### CINEPOLIS INDIA, Mumbai

December 2019 – January 2020 (1 month)

- Handling and interacting with customers
  - Booking tickets, Handling point of sale (POS)
  - Taking care of customer comforts, taking snacks orders while Customer enjoy their movie, Escorting
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### J W MARRIOTT, Mumbai (Internship)

December 2017 – May 2018 (5 months)

- Worked in all Major Departments
  - 1) Front Desk
  - 2) Food and Beverage Service
  - 3) Kitchen
  - 4) House Keeping