

SANJAY DARJEE



Contact

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Personal Details

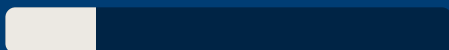
Date of Birth : 26/10/1978

Marital Status : Married

Nationality : Indian

Skills

Constantly looking for ways to improve processes. Monitoring the performance of junior staff. Implementing new initiatives and making sure all staff understand them. Taking action to correct and staff shortcomings. Managing and monitoring staff attendance. Giving prompt and accurate information on individual staff member performance. Ensuring a clean, safe and friendly working environment.



Languages

English, Hindi, Nepali, Bengali, Bihari

OBJECTIVE

A hard working Team Leader who performs and delegates all the multiple duties in a respectful and professional manner. Apart from the ability to effectively lead a team, have to motivate staff to do better, make sound decisions and work with managers and staff at all levels of responsibility to communicate and present information effectively to people from all social backgrounds. With over 17 years of above experience in the service industry .My varied skill set could benefit your business in number of areas and my personality will make your guests visit always.

EXPERIENCE

- | | |
|---|------------|
| Golden park | 21/03/2002 |
| Job trainee | - |
| 5 months Vocational training from Golden Park ,4* hotel .Chi | 21/08/2002 |
| Min Sarani Kolkata 71, from all the respective department like Food and Beverage service, Food Production , House Keeping, and front Office, thoroughly. | |
| Stadel a 3 star hotel | 2003 - |
| Waiter | 2004 |
| Greet and escort customers to their tables Present menu and provide detailed information when asked (e.g. about portions , ingredients or potential food allergies) | |
| Cleaning of restaurant cutleries and crockeries. | |
| Cleaning of chairs, tables sofa etc before the operation. | |
| Stacking of kitchens utensils for the operation. | |
| Making side station ready for the operation. | |
| Checking the upcoming bookings for the hotel or a Restaurent. | |
| Space Circle Clubs and Resorts Pvt Ltd. | 2004 - |
| Senior team leader (BARTENDER) | 2013 |
| Allocating daily jobs and workloads. | |
| Making new ideas for cocktail and mocktails. | |
| Managing team performance and progress | |
| Assisting food with the drinks | |
| Attending classes of liquor by the professionals | |
| Participation in promotion events | |

Serafina restaurant (ITALIAN)

2016 -

Floor Supervisor

2022

Lead and supervise a team of members on a duty basis, ensuring an exceptional experience for all our customers.

Monitor performance of section Stewards, providing timely feedback and on-the-job training and tips to enhance their efficiency and service levels.

Coach and assist Stewards to engage positively with visitors to make them aware of house or event-specific policies, using proactive communication techniques to ensure compliance.

Upgrade about the sell techniques of food and beverages, push selling of high rated menus

Resolve customer issues and queries in a prompt and professional manner. Respond empathetically to any complaints, seeking resolution and escalating to a Duty Stewarding Manager or Duty Manager if necessary.

Maintain a proactive approach to the health, safety and security of all visitors and staff at all times.

Taking mid month and full month inventory of all alcoholic and soft beverages .

EDUCATION**West Bengal Board**

1997

10 pass

63%

Metro school of Hotel management

2001

Vocational courses

ADDITIONAL INFORMATION

Passport no. - V3722081

Date of issue - 03/12/2021

Date of expiry - 02/12/2031