

Jaideep Chauhan

Nationality: Indian

Status: Single

Mobile Phone: +962-791044322

Email Address: jcmastii@gmail.com



ASSETS

Degree: Bachelors in Hospitality Management, Institute of hotel management, Gurdaspur.

Languages: Hindi and English.

Computer: Microsoft office (Word, Excel, PowerPoint...).

Operational programs: Iscala, Birchstreet, OpenTable, Reserve Out, Micros, Symphony, Mymicros, EMS, Medallia, Opera, Hostsos.

Core Qualifications: Sales & Marketing, Event planning, Food and beverage pricing.

Strengths: Innovative, Optimistic view, highly motivated, Team player.

PROFESSIONAL SUMMARY

I started my career from a small but authentic restaurant in Delhi that gave me a passion for Food and beverage industry. Later on, I joined a well-known hospitality school in India where I studied for 3 years and made 4 internships in different restaurants and departments. These exposures helped me to grow and develop my skills. My experience from different work environments has given me a much wider vision of the Food and Beverage division.

PROFESSIONAL EXPERIENCE

Grand Hyatt, Muscat, Oman

Outlet manager- Tuscany, John Barry bar & Sirj lounge *December 2019 - Present*

Appointed as an Outlet manager for the signature Italian restaurant, Lobby lounge and main bar. I worked on creating several promotions such as Girl's night out, cheese and wine, private parties that helped in hike in revenues and social media coverage. Encouraging sales for various promotions, retails, control of expenses, while focusing on revenue generation.

Being alert of new F&B trends and implement the best ideas which out-stands the competition in the city, consistently look for new ideas for service quality enhancement.

Hyatt regency Aqaba Ayala resort, Jordan- World Luxury Hotel award 2019

Acting manager- Olive tree, Vista & in room dining *September 2018 - November 2019*

Joined pre-opening team with new Hyatt in Jordan. As an acting manager, I was overall responsible for launch of 3 outlets - Olive tree, main restaurant with 320 covers, Vista lounge and main bar with 120 covers and in room dining. I was responsible for creating beverage menus for outlets, setup areas for operations, creating SOS and provide all the necessary trainings for 40 associates. Ensuring proper operations during buffet and a la carte service, initiating and presenting promotional activity ideas.

Andaz capital gate, Abu Dhabi U.A.E.

Rebranding team member

April 2018 - August 2018

Became part of rebranding team for Andaz hotel at Hyatt Abu Dhabi. As changing a brand doesn't mean to change furniture & decor, it comes from people. We created whole new SOS for operation, designed new trainings for associates and created new beverage lists for the new brand.

Hyatt capital gate, Abu Dhabi U.A.E

Assistant outlet manager - 18 degrees, The Lounge & room service *Jan 2017 - Aug 2018*

Started to take care of 3 major F&B outlets while assisting F&B manager on daily operations. I used to take on the in-charge role. My responsibilities, mainly covering operations, outlets profit & loss and staff management. Outlet awarded as The best Mediterranean restaurant 2017.

Successfully coordinated with some of biggest events like IDEX, ADIPEC and World energy summits at the hotel with VVIP clients. Other general responsibilities: F&B representative for training / orientation sessions as a certified Hyatt service coach, F&B system champion for EMC (Enterprise Management Control), Micros, BirchStreet. Buddy of the F&B Corporate Leadership Trainee. Completed the Interviewing Skills training.

Hyatt capital gate, Abu Dhabi U.A.E

Outlet team leader - 18 degrees & The Lounge *September 2014 - December 2016*

Assisting the Assistant manager for daily operations, also directly communicating with hotel guest, tracking their preference and ensuring their satisfaction, training new associates, inventory in charge and part of HR and social activity group.

Hyatt capital gate, Abu Dhabi U.A.E

Waiter - In room dining & 18 degrees *November 2012 - August 2014*

Joined Hyatt hotel as a waiter in room dining and then moved to signature restaurant.

Le Meridien Hotel, New Delhi

Head waiter - Eau de monsoon. *March 2012 - September 2012*

Got promoted as a Head waiter after 8 months, and transferred to the signature restaurant 'Eau de monsoon'. The outlet had a unique concept which gave me a different perspective and learning about fine dining. My main tasks were supporting team leaders, keeping the stores fully stocked, monthly beverage inventory.

Le Meridien Hotel, New Delhi

Waiter - The One *July 2011- March 2012*

Joined all day dining as a waiter where we had daily busy breakfast and different promotions every week. My main job was to provide suggestion on food and beverage options, take orders, serve drinks and food, check on guests from time to time, deal promptly with requests and complaints, provide fast and courteous service, coordinate payments and billing.

The Ashoka Hotel, New Delhi

Accommodation assistant- Front desk *October 2010*

Worked as an accommodation assistant for Commonwealth games 2010. My job role was to assist front office in regards to VIP guest's request.

Le Meridien Hotel, New Delhi

Industrial trainee *2009 (duration 6 months)*

Industrial training in Front office, Housekeeping, Culinary, Food & beverage service and Sales.

ACHIEVEMENTS

- Awarded as the HyStar Platinum 2019 & 2015. Based on Guest Feedbacks received through Medallia and other sites such as TripAdvisor or booking.com.
- Achieved certificate of appreciation for outstanding contribution during IDEX.
- Achieved Perfect Attendance Certificate.
- Certified as a departmental service coach, in-charge of training calendars, monitoring trainings and identify areas where training was required for F&B.

REFERENCE

Actticus fernandez, F&B Manager, Andaz capital gate, Abu Dhabi

actticus.fernandes@hyatt.com

Jaroslav hoznourek, Food and Beverage Director, Grand Hyatt, Muscat:

jaroslav.hoznourek@hyatt.com

Shady yared, Executive Chef, Hyatt Regency Ayla Aqaba resort:

shady.yared@hyatt.com

DECLARATION

I do hereby declare that the above given statements are true and correct to the best of my knowledge.