

Bhagyesh Patel

Individual with strong passion, education & internship experience in the hospitality sector and looking forward to utilizing the same to take the Indian hospitality sector to the numero uno position.

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EXPERIENCE

JW Marriott, Pune — Intern

DEC 2019 - MAR 2020

- ☐ Ensured that guests are welcomed and handled appropriately
- ☐ Ensured that the Laundry Process is following the SOP made by JW Marriott International
- ☐ Received training about AYS (At Your Service), where we had to go to the guestrooms and assist them with their requests
- ☐ Received training about IRD (In-Room Dining), where we had to go to the guestroom to serve food
- ☐ Trained in food-service and handling guest complaints in case of late delivery and handling food-related complaints
- ☐ Trained in working at the live-buffet counter and back area of Spice Kitchen (the Signature restaurant of JW Marriot)

Fast-Food Chain, Surat — Kitchen Consultant

OCT 2020 - DEC 2020

- ☐ Created the layout of the kitchen keeping in mind the safety precautions and easy flow of work during ongoing operation
- ☐ Created and handled their social-media campaigns
- ☐ Conducted market research and helped them finalize the menu

Hariyali Family Garden Restaurant, Burhanpur — Supervisor

DEC 2020 – MARCH 2021

- ☐ Ensuring that guests are welcomed appropriately
- ☐ Handling customer complaints
- ☐ Ensuring that the cash counter is being efficient And accountable
- ☐ Managing and Process improvement of Live Ordering process

Mc Donald's, Gandhinagar — Crew Trainer

AUG 2021- Currently Employed

- ☐ Ensuring that guests are welcomed appropriately by 7 steps of welcoming including order taking, service and till point of departure.
- ☐ Handling customer complaints which includes complaints of lobby and MDS (Mc Delivery System)
- ☐ Ensuring that the cash is floating properly. Skimming cash.
- ☐ Managing and Training of Crew Members.

SKILLS

- Brochure and Flyer Designing using Photoshop.
- Video blogging of food/beverages product for using them for promotion
- Mindful Listening.
- Translating guest requirements to quick actionable steps resulting in higher guestsatisfaction

RESEARCH PROJECT

Feasibility in
Employees
Retention Techniques

LANGUAGES

English, Hindi, Gujrati

EXTRA-CURRICULAR

Represented my school thrice
in District-level Chess
Championship

EDUCATION

Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai — *B Sc. in Hospitality and Hotel Administration*

JUNE 2018 – JULY 2021

Learnt the basics and specialized skills of the Hospitality industry, which are needed to accommodate the growing influx of International guests in a rapidly-growing industry like the Indian hospitality sector.

New Vision Hr. Sc. School, Burhanpur — *Higher Secondary Studies (XIITH)*

APRIL 2016 – MARCH 2018

7.2 CGPA

Nehru Montessori Sr. Sc. School, Burhanpur — *Secondary Studies (XTH)*

APRIL 2014 – MARCH 2016

64%