

PATIL SHUBHAM ANIL

🏠 Jalgaon, Maharashtra, 425001

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OBJECTIVE:

I am a consistent, looking for challenging opportunities in the hospitality and tourism industry to test my skills and knowledge.

QUALIFICATION:

- MBA – Indian Institute of Tourism and Travel in Management - 2022
- B.Sc.- Hotel Management – IHM Gurdaspur, Punjab - 2019
- XII – Swami Vivekanand Junior College, Jalgaon – 2016

EXPERIENCE:

India Tourism Mumbai

Period: 06/2021 – 07/2021

Designation: Intern

Key areas of work:

- Handling India Tourism, Mumbai Online Webinars as a technical team.
- Designing Domestic Destination Presentation for promotion.
- Content writing for India Tourism Mumbai social media handle.
- Preparing and Presenting tasks assigned by supervisor.

McDonald's India

Period: 07/2019 – 08/2020

Designation: 2nd Assistant Manager – McDonald's India

Key areas of work:

- Handling shifts operation management, plan & daily maintenance & inventory management and staff scheduling to ensure smooth operation.
- Participating in conferences, representing the company for brand awareness.
- Leading Food and Beverage Team to ensure better service quality to exceed customer satisfaction.
- Drives sales growth by allocating proper resources along right places.
- Training, Learning & Developing the team members to achieve organization goals.

Umaid Bhawan Palace, Jodhpur

Period: 11/2017 – 03/2018

Designation: Industrial Trainee

Key areas of work:

- Working with all core departments in hotel. (Front Office, Housekeeping, Food & Beverage Service, Kitchen).
- Handled guest complaints and offered complimentary services to maintain guest satisfaction rates.
- Get the work done from the room attendant. After the room is done clear the room and make it available for sale.
- Deliver Food and Beverage service of high standard and in accordance with departmental standards and procedures.
- Maintain all stock in kitchen with the help of senior chef.

CERTIFICATES:

- Australia ASSUE Specialist Agent Programme (2021)
- Maharashtra State Certification in Information Technology (MS-CIT) – Maharashtra State Board of Technical Education, Mumbai (2012)
- Shift Management Excellence – Course certificate of McDonald's India
- Advance Shift Management – Course certificate of McDonald's India
- Food Safety Certification – McDonald's India

SKILLS AND STRENGTHS:

- Floor Control – Managing Areas/Shifts
- Interviewing and Selection
- Performance reviewing Training, Ordering, Maintenance and Repair
- Excellent Guest Service Orientation
- Exceptional written and verbal communication skills
- Good planning and organizational skills

ADDITIONAL INFORMATION:

Date of Birth:	14 th June 1998
Languages:	English, Hindi, Marathi
Nationality:	Indian
Hobbies:	Listening Music, Travel, Cooking, Photography