

SHAHID HUSSAIN



CONTACT

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LANGUAGE

- English
- Bengali
- Hindi

ACTIVITIES & INTEREST

- Guest Interacting
- Playing Carom
- Reading Books
- Movie

LITERACY

- Word
- Excel
- PowerPoint
- Internet & Email

CAREER OBJECTIVE

"Seeking an Assistant Outlet Manager role where I can leverage my leadership skills, operational expertise, and passion for customer satisfaction to contribute to a dynamic team's success."

EDUCATION

- 3 Years diploma Course from School of Indian Hotel Management, Kalyani, Nadia, from June 2014 –Feb 2017.
- Higher Secondary Education in 2014, From WBBHSE.
- Secondary Education passed in 2011, From WBBSE.

STRENGTH

- Good communication skill
- Structure my work schedule well.
- Motivate and lead the team to set objectives by constantly reinforcing the values and culture of the organization.
- Ability to space out work in given period and meet deadlines.
- Strive to create a healthy atmosphere at the place of work.

PERSONAL DETAILS

- Father's Name: Sukumuddin Ahamed
- Date of Birth: 12th May 1995
- Gender: Male
- Nationality: Indian
- Marital Status: Unmarried
- Religion: Muslim

PRO SKILLS

- Operational Leadership Team Management Customer Service Excellence
- Financial Acumen Menu Development and Trends
- Health and Safety Compliance
- Problem Solving

PASSPORT DETAILS

- Passport No- V5618560
- Date Of Issue- 20/12/2021
- Date Of Expiry- 19/12/2031
- Place Of Issue- KOLKATA

INDUSTRIAL TRAINING

- Courtyard by Marriott, Raipur - October 2016 - Feb 2017.

EXPERIENCE

- PRESENTLY WORKING WITH **NOVOTEL IBIS BANGALORE OUTER RING ROAD** AS A FOOD AND BEVERAGE EXECUTIVE FROM 1ST JANUARY 2024.
 - **Responsibilities:**
 - Responsible for the in room dining of 526 room.
 - Make strategic choices under pressure for optimal team performance.
 - Inspire and guide team towards achieving common goals effectively.
 - Ensure compliance with health, safety, and sanitation regulations.
 - Oversee staff operations and customer service for smooth functioning.
- **GRAND MERCURE BENGALURU GOPALAN MALL, BENGALURU** NOVEMBER 2019 – AUGUST 2023. TEAM LEADER OF F&B SERVICE DEPARTMENT.
 - **Responsibilities:**
 - Responsible for the Mini bar of 212 room.
 - Taking care of 130-cover Restaurant service.
 - Responsible for the departmental training of the subordinates.
 - Communicate services needs to chefs and stewards throughout operation.
 - Execute outlet operations including food and beverage promotions, customer service.
 - Maintain policies and procedures. Adhere to HACCP guidelines
 - Ensure proper maintenance, cleaning and operation of the outlet and service equipment.
- **GRAND MERCURE HOTEL, MYSORE - SEPTEMBER 2017 – SEPTEMBER 2019** AS A GSA F&B SERVICE DEPARTMENT.
 - **Responsibilities:**
 - Responsible for the Room service order Taker.
 - Responsible for the monthly Inventory.
 - Coordinate with kitchen for timely and accurate food delivery.
 - Responsible for the Executive lounge.
 - Working at Banquet for the busy moment.
 - Ensure exceptional customer service and satisfaction at all times.
 - Taking care of packed lunch order.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.
