



NIRMAL BISHT



OBJECTIVES

To work in a creative and challenging environment using cutting edge environment where I can constantly learn and improve my skills and analytical abilities

SKILLS

- Hardworking
- Time Management
- Responsible
- Positive Attitude
- Critical Thinking
- Problem Solving
- Public Speaking
- Good Communication

WORK EXPERIENCE

- ❖ Company:- Hotel Pacific (Dehradun)
Designation :- Captain
Duration :- 12 Dec 2022 To Till Date.
- ❖ Company:- RK Gardenia Hotel (Banglore)
Designation :- Captain
Duration :- 10 May 2020 To 10 Nov 2022.
- ❖ Company :- Al - Aktham (Oman)
Designation :- Sr. Server
Duration :- 03 June 2019 To 06 April 2021.
- ❖ Company:- The Great Punjab Restaurant (India, Pune)
Designation :- Restaurant Captain
Duration :- 02 Dec 2018 To 16 May 2019.
- ❖ Company:- Poona Republic Restaurant (India, Pune)
Designation :- Waiter
Duration :- 10 May 2018 To 30 Nov 2018.
- ❖ Company :- Barbacoa Restaurant (India, Pune)
Designation:- F & B Server
Duration :- 01-Oct 2017 To 30 April 2018.

RESPONSIBILITIES

- ❖ Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.
- ❖ Strategizing and monitoring the daily activities of customer service operations.
- ❖ Assisting customer service staff with duties where required.
- ❖ Training staff in areas of customer service and company policies.
- ❖ Managing cashier coverage and customer flow to ensure proficient customer service.
- ❖ Monitoring and authenticating returns, exchanges, and voids.
- ❖ Investigating and solving customer service complaints.
- ❖ Assisting with the development and implementation of service policies, and explaining these to staff and customers.
- ❖ Maintaining documentation pertaining to customer service department activities.

EDUCATION

CLASS	SCHOOL/INSTITUTE	YEAR
Diploma in Hotel Management	Diploma in Hotel Management from RIMS Dehradun	2015
12 TH	Uttarakhand Board	2013
10 TH	Uttarakhand Board	2011

PERSONAL DETAILS

FATHER'S NAME : MR. Bijendra singh Bisht
DATE OF BIRTH : 18-01-1997
GENDER : MALE
NATIONALITY : INDIAN
LANGUAGES KNOWN : HINDI & ENGLISH
HOBBIES : COOKING & PLAYING CRICKET
MARITAL STATUS : Unmarried

DECLARATION

I hereby declare that the information and details provided in this resume are correct and inclusive to the best of my knowledge and belief. The information shared in this resume is correct

NAME:-

PALCE:-

(NIRMAL BISHT)