



Amirali Jaria

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Hospitality Industry Professional

Professional Synopsis & Career Objective

Guest Relations Professional with 6+ years of experience in Hospitality Industry, F&B, Guest Servicing and Client Relationship Management seeks a challenging and rewarding position in the Aviation or Hospitality Industry. Possess a very good understanding of cross cultural dynamics. Capable of working under pressure, self-motivated, a team person always striving to achieve promptness, quality standards in service, a passionate and creative individual with a good knowledge of hospitality management, excellence in providing customer service-satisfaction complemented by a passion for achieving high quality at work. Possess strong mentoring & relationship management skills

Areas of Competencies

Hospitality Management ~ Public Relations Management ~ Manpower Management ~ Resource Management ~ Facilities Management ~ Operations ~ Relationship Management ~ Quality

Organizational Experience

China Tangs

Since 2021

Entrepreneur

A Kitchen Manager, or Restaurant Manager, is in charge of coordinating and supervising a restaurant's kitchen staff according to food safety standards. Their duties include hiring, training and scheduling Cooks, performing quality control on food leaving the kitchen and ordering inventory to keep up with demand.

- Manage kitchen staff and coordinate food orders
- Supervise food prep and cooking
- Check food plating and temperature
- Establish portion sizes
- Schedule kitchen staff shifts
- Price menu items in collaboration with the Restaurant Manager
- Order food supplies and kitchen equipment, as needed
- Train kitchen staff on prep work and food plating techniques
- Store food products in compliance with safety practices (e.g. in refrigerators)
- Keep weekly and monthly cost reports
- Maintain sanitation and safety standards in the kitchen area

SOTC

2018 – 2023

International Tour Manager

- Accompany groups travelling by coach, or in some cases by car, boat, train or plane
- Welcome groups of holidaymakers at their starting point and announce details of travel arrangements and stop-over points
- Check tickets and other relevant documents, seat allocations and any special requirements
- Help with passport and immigration issues
- Assist holiday makers with check-in and settle them into their accommodation
- Communicate a range of information on itineraries, destinations and culture
- Inform passengers of arrival and departure times at each destination on the itinerary and ensure that all members of the group are back on the coach before departing from each stop
- Develop a specialist area of knowledge
- Use professional knowledge to answer questions from holidaymakers and to fulfil their expectations of the tour
- Make sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory
- Organize entry to attractions and transport, such as car hire
- Ensure that the tour is running smoothly for individual members of the group
- Respond to questions and offer help with any problems that arise, ranging from simple matters, such as directing a member of the group to the nearest chemist, to more serious issues, such as

tracing lost baggage

- Deal with emergencies, such as helping a holidaymaker who is ill or those needing to contact family members urgently
- Make contact in advance with places to stay or visit to check details and arrangements
- Liaise with hotels, coach companies, restaurants and other clients
- Advise about facilities, such as sights, restaurants and shops, at each destination
- Occasionally make accommodation bookings on proposed dates
- Organize and attend tourism events, conferences, workshops, seminars and exhibitions
- Write reports and maintain records
- Provide feedback after a tour as part of a debrief session

HOWRA Burgers

Since 2016

Entrepreneur running a small partnership kitchen business

- Started business with effective business planning, creative sales techniques, and innovative marketing.
- Ensuring recognition by consumers as ideal professional with a high degree of personal integrity.
- Making sure of resourceful business solutions and motivational leadership.
- Handling and managing complete business with negotiations, consumer relations, accounts, etc.

Kesari Tours Pvt Ltd.

April 2013 to March 2016

Kesari is passionately committed to Total Quality Travel, with continual delivery of value added services. Uphold highest ethical standards and believe in creating new benchmarks in the industry.

International Tour Manager

- Making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory.
- Ensuring that the tour is running smoothly for individual members of the group.
- Responding to questions and offering help with any problems that arise, ranging from simple matters, such as directing a member to the group to the nearest chemist; to more serious issues such as tracing lost baggage.
- Entertainment of guest to be insured all the time.
- Providing Service with Standards and Maintaining Hygiene.
- Flexible in work timetable with weekends, nights and holidays.
- Writing reports and maintaining records.

Grand Residency Hotel

January 2012 to August 2012

Grand Residency Hotel & Serviced Apartments is a classy hotel in Bandra, offering 33 rooms and apartments that promise a homely comfort along with a star class ambience. Intelligently planned, the hotel has every possible amenity and facility to make the stay comfortable for all guests. A well-chosen location keeps the hotel within easy access.

Food and Beverage Steward

- Act as Single Point Contact for the guests, constant interaction with guests in order to solicit feedback for any improvements.
- Maintain regular contacts with corporate/individual clients to build/maintain guest relations.
- Take a caring approach with a Welcome Drink While guest checking in.
- Managing 24 hours working Coffee Shop.
- Providing Room Service with following proper SOP's, Standards and Maintaining Hygiene.
- Can undergo a variety of physical movements throughout the work areas.
- Flexible in work timetable with weekends, nights and holidays.

The Oberoi Group of Hotels – Trident (BKC) March 2011 to November 2011
Trident, Bandra Kurla is located in the heart of the new financial and commercial district of North Mumbai. The hotel offers 436 well-appointed guest rooms and suites, a wide range of restaurants, an outdoor swimming pool, a full service spa and a fitness centre. The extensive meeting and conference facilities at the hotel can accommodate up to 500 persons.

Front Office Assistant

- Part of the front office team attending the guests and handling their concerns
- Liaison between the hotel management staff and the guests of the hotel
- Promoting the amenities of the hotel and the services it provides
- Perform all necessary tasks to serve food and beverage according to service standards and operating manuals of the hotel.
- Provide a delightful, attentive and prompt service experience to all guests in the outlet, in order to maximize guest satisfaction and departmental profitability
- Personal safety and emergency procedures - Trained in first-aid techniques.
- Take a caring approach when offering our customers food, beverages and any other assistance they may need.
- Understand the importance of hygiene standards so all areas of the hotel are clean and fresh for our customers.
- F&B SOP's of preparation & service of different types of Tea /Coffees.
- Operating different machines of Photocopying, Lamination, Fax, Portable Scanner, Printer, Book Binding, Projector, connecting different Laptops, Dimmer panels, Music & Air Condition temperature control in all areas.
- Knowledge of 3m software for LCD Signage's, MICROS Systems Reports & Billing.

Special Achievements:

- **Upselling** - Benefits or "Value Additions" offered to make a Service/Product more attractive to guests on the basis of the deal / rates negotiated between them and our sales team.
- **Certificate of Recommendation** received for handling the Trident Privilege loyalty program

Metro Automobiles

January 2010 to March 2011

Metro Automobiles are authorized dealers of the most renowned Two Wheeler Brands

Front Office Assistant

- On the spot Finance offering, Delivery, Sales & Service.
- Leading the business desk with full information to ensure customer satisfaction

Earlier Experience

Stomach Restaurant

2006 to 2009

Family Dining / Complete Meal concept / Covers for 24pax & Take Away – Chinese and North Indian Cuisine

Worked and Co-Owner

- Successfully managed a family restaurant - Increasing the sales & marketing.
- Communication with Customers (for feedback) – Managing suppliers & staff.

Academic Credentials

- STCW 95 / 2010 Course from Naval Maritime Academy

- HSC - Rizvi College Of Arts, Commerce & Science. 2006
 - SSC - I.E.S Manik Vidya Mandir. 2004
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Computer Skills

- MS Office Suite - 3m software for LCD Signage's, MICROS Systems Reports & Billing.
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Personal Skills

- Good interpersonal skills, fluent and articulate communicator and negotiator
 - Self-motivated, Objective oriented and organized, pro-active in following up.
 - Positive attitude and ability to succeed in challenging atmosphere & under pressure
 - Willingness to learn, good grasping power, confident and able to take initiatives
 - Professionally committed, Responsible with Integrity and Trustworthiness
 - Team player & has an excellent leadership & people development skills
 - Conflict-Resolution Abilities & Great Customer Service Skills
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Personal Information:

Languages Known:	English, Hindi, Marathi and Gujarati
Interests:	Listening to music, Swimming, Driving & Photography
Address:	'A' Block, Swapna Safalya CHS, Room No.20, 25th Road, T.P.S 3 rd Behind Durello Convent High School, Bandra (W) – 400050.
Date of Birth:	27 th January, 1986
Passport Number:	L 6125606 Valid up to 29-12-2023
Marital Status:	Single
Nationality:	Indian
References:	References can be provided upon request