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# YASH HALLAN

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## Work experience

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2019-06 - 2020-09.

JR.

*Maitre D Hotel*

. Yauatcha Riyadh KSA

Overseeing the administrative & operational aspects of a restaurant Creating a list of services to be offered to customers that includes production costs and incomes of the necessary personnel Supervising inventory of food supplies, as well as equipment status, and ensuring the appropriate restocking and repairing Overseeing restaurant revenues, ensuring that the profit margin is acceptable, and adjusting prices of services accordingly Coordinating with kitchen staff, servers, and other restaurant teams in the preparation, organization, and execution of menus and other related activities Ensuring that all food preparation processes meet the pre-established quality, portion sizes, and sanitary standards Training staff for services and greeting standards Being mindful and take care of VIP guests

2017-11 - 2018-08

Restaurant Supervisor

*Felzy Restaurant and Lounge Riyadh, KSA*

Restaurant Supervisor Was successful in attaining budget expectations; sales exceeded projected budget by 5% Ensured restaurant is fully prepared, cleaned, and organized for daily operation. Created restaurant procedures for manuals and training Maintained administrative functions-inventory, employee attendance and counselling.

2016-01 - 2017-10

Complaint Advisor

*Tech Mahindra*

Complaint Advisor, 3 Mobile UK To receive escalated calls for grievances or complaints from 1st level department. Manage customer expectation and ensure that customer delight is met as resolution during calls. Assist with floor operations like coach new advisors for the client process. Any other duties or assistance to be performed as assigned by superiors.

2013-11 - 2015-05

Captain/Host

*Filini Italian Restaurant, Radisson Blu Chicago USA*

Captain/Host Filini Italian restaurant and bar at Radisson Blu Aqua Hotel Chicago, USA Receive and welcome and seat guests as per the reservations. To train and manage employees regarding restaurant and bar operations. Help Management suggesting budgets, new market strategies as required. Ensure restaurant is fully staffed on every service Ensure the Dining Room is ready for service. Ensure staff have all the necessary resources necessary for servicing the guests. Serve and suggests wine, liqueur, meals as per service standards to customers.

2011-08 - 2013-07

Senior Front Desk Receptionist & Exec Lounge Assistant

*Hilton London Heathrow UK*

Senior Front Desk Receptionist & Senior Executive Lounge Host Terminal 5 Welcoming valuable Diamond and Gold members Hilton Honors loyalty program. To train new employees as required by management Be an overall representative of the property. To offer complimentary snacks and drinks service. To refer any guest requests, concerns or issues to Guest relations or reception managers.

2010-12 - 2011-08

F&B Associate

*Veeraswamy Britain's oldest Indian restaurant in London UK*

F&B Associate UK To receive, attend and seat the guests to the dining area. To interact with the guests and provide the appropriate information. To refer feedback, queries or complaints to superiors. To serve guest lunch, dinner as per service standards.

2010-03 - 2010-10 F&B Associate  
*Claridge's Luxury Hotel UK*  
F&B Associate London, UK To refer feedback, queries or complaints to superiors if any. To help promote hotel's products and services. To serve food for breakfast, lunch and dinner. To serve drinks for breakfast, lunch and dinner. To serve afternoon teas.

2008-09 - 2010-03 F&B Associate  
*Gordon Ramsay At Claridge's London UK*  
F&B Associate To deliver trays of food to the stations. To lay up and clear tables as per SOP manual. To serve guest in the order of service. Assist in restaurant/bar management operations as needed.

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## Education

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2008 - 2009 Diploma  
*Ealing Hammersmith and West London College*

2004 - 2007 BHMCO  
*Kohinoor College Mumbai India*