

# SHASHANK AGRAWAL

HOSPITALITY PROFESSIONAL

## SUMMARY

---

Professionally seasoned in hospitality management with a proven track record in restaurant management, I possess a profound understanding of food and beverage operations, coupled with a keen focus on service excellence, people management, and operational efficiency. Commencing my journey as a diligent bartender, I progressed to the role of a proficient server, and currently, I lead the pivotal operations of a thriving restaurant from inception. With a demonstrated ability to drive operational excellence, elevate customer satisfaction, and foster business growth, I am now seeking an opportunity to transition into a role focused on developing business. Leveraging my diverse experience and expertise, I aim to drive revenue and contribute to organizational expansion and success.

## CONTACT

---

**Phone:** +91 7000690484

**Email:** sontyagrawal2406@gmail.com

**Address:** Pune, Maharashtra, India

## SKILLS

---

- Logistics Management
- Operational Efficiency
- Workforce Planning
- Customer Retention
- Department Oversight
- Customer Service Management
- Product Development
- Management Team Building
- Sales Strategies
- Decision-Making
- Excellent Communication

## EDUCATION

---

### **B.Sc. in Hospitality & Hotel Administration**

Institute of Hotel Management  
Nutrition & Catering Technology, Bhopal  
(2016-2019)

## LANGUAGES

---

- Hindi
- English

## EXPERIENCE

---

### **General Manager**

Cobbler & Crew, Pune : Cocktail Bar July 2022 - PRESENT

- Market Analysis & Promotion:  
-Assist in planning and executing marketing and promotional activities to attract and retain customers.
- Relationship Building & Networking:  
-Build and maintain strong relationships with suppliers, vendors, and key stakeholders.  
-Network with industry professionals to explore potential collaborations and partnerships for business growth.
- Heading Operations  
-Overseeing seamless restaurant operations to enhance revenue and elevate guest experience.

### **Food & Beverage Supervisor**

The Ritz-Carlton, Pune June 2021 - June 2022

- Customer Service & Preparation:
- Hygiene & Inventory:
- Teamwork & Cash Handling:

### **Food & Beverage Associate**

The Oberoi Udaivilas, Udaipur June 2019 - April 2021

- Provide friendly customer service, taking orders and delivering food promptly.
- Prepare and serve beverages while maintaining cleanliness and organization
- Collaborate with team members to ensure efficient service and handle cash transactions accurately.