



Nihar Ranjan Jena

Restaurant Captain

A Customer service professional seeking a management role. Skilled in training staff and establishing rapport with clients. Self-motivated with exceptional communication and computer abilities, who always seeking interest for learning. My aim is to further develop and grow in the industry, experiencing multiple areas, departments and countries and continuously strive for service excellence.

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WORK EXPERIENCE

RESTAURANT CAPTAIN

Banana Island Resort Doha By Anantara

09/2018 - Present

Doha, Qatar

Achievements/Tasks

- Responsible for operating F&B outlets assigned to.
- Monitoring & ensuring F & B service operations are running smoothly.
- Organizing duty roster of service staff. Cost control, inventory, Training Maintaining SOP for quality.
- Should able to introduce innovative ideas for generating targeted sale, Guest interaction, menu planning.
- Addressing guest requirement and reaching to them.

Contact: Bhanupratap Dhal - Restaurant Supervisor - 55062351

FLIGHT SUPERVISOR

TajSATS Air Catering Limited

08/2015 - 08/2018

New Delhi, India

Achievements/Tasks

- Worked with vendor representatives in a collaborative manner in order to achieve operational operations and company goals Used to manage, update and distribute financial information.
- Prepared and submitted daily flight reports and Trained new employees on correct processes and procedures.
- Related problems in a timely manner.
- Responsible for ensuring correct and safe loading of aircraft, as per the Food Safety Standard and the Galley Loading Plan.

EDUCATION

Bachelor of Science

University Of Madras

CHENNAI, INDIA

Diploma Hospitality, Travel and Customer Service

Frankfinn Institute

BHUBANESWAR, INDIA

Council of Higher Secondary Education

CHSE BOARD

BHUBANESWAR, INDIA

SKILLS

Attentive

Amicable

Disciplined

Excellent interpersonal skills

Committed Team Player

Quick Problem Solver

Quick Learner

Opera, Micros, Know cross, FMC and Microsoft Office

PROFESSIONAL CERTIFICATES

- Completed Guest Satisfaction Course by Minor Hotels.
- Completed Discovering Anantara Service Excellence programme by Minor Hotels.
- Completed Problem Resolution Course by Minor Hotels.
- Positive Leadership In Action by Torrens University.
- Emotional Intelligence and Leadership Styles by Torrens University.
- Crisis Management Planning by Torrens University.
- Building Your Leadership Brand by Torrens University.

ACHIEVEMENTS

- 2 times nominated for employee of the month from outlet.
- Awarded Best Cocktail Maker Award in Banana Island Resort Doha for the year 2021.

LANGUAGES

ENGLISH

Full Professional Proficiency

HINDI

Native or Bilingual Proficiency

INTERESTS

TRAVELLING

COOKING

CRICKET