



# Sukumar Potul

## Head Waiter

Results-focused Head Waiter offering successful background leading talented sales personnel. Successful at engaging with staff by discussing sales performance, maintaining accountability and acknowledging excellent performance. Driven to maintain service standards by supporting staff in handling service issues and customer communications.

## Contact

### Phone

+91-8169393482

### Email

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### Address

4/503 Shankeshwar Crystals,  
Near Ganesh Temple, Titwala,  
india 421605

## Education

2018-2020

**Bachelor of Arts: Hotel Management**  
Airport High School

2016-2018

**Bachelor of Arts: Science Education**  
Airport High School

## Expertise

- Food and beverage pairing
- Upselling techniques
- Daily specials memorization
- Cash handling
- Dining area maintenance
- Menu presentation
- Food station setup
- Safe food handling
- Bill computation
- Kitchen staff coordination

## Language

English, Hindi, Telugu, Marathi

## Hobbies

Playing Indoor/Outdoor Games,  
Watching Movies/Web-Series,  
Listening Music, Travel, Fitness

## Experience

2021 - 2022

Ginger Hotel, Andheri, India

### Head Waiter

- Promote positive atmosphere and go above & beyond to guarantee each guest receives delightful service
- Clearly and promptly communicate pertinent information to staff such as reservations & last time menu changes
- Kept area clean and organized all time
- Remaining calm under pressure
- Decision-making abilities
- IT skills Time management
- Maintaining high standards of quality control, hygiene, and health and safety
- Made sure that side work duties were complete and tables were properly set before, during and after opening hours
- Coordinated with Executive Chef in conducting daily inventory and organizing restaurant, including creating prep list, cleaning procedures, and food safety

2020-2021

Banjara Mumbai, Andheri, India

### Job position here

- Competently utilize the POS to process customer orders, complete payment transactions, and issue receipts.
- Execute top-quality customer service, including greeting guests in a friendly manner as they arrive, receiving orders, and accommodating the needs and requests of 100+ customers daily.
- Maintain seamless day-to-day restaurant operations by deploying in-depth knowledge of appropriate food handling techniques, such as proper soup temperatures and equipment cleaning procedures.
- Deliver adequate training to 12 newly hired waiters/waitresses to acquaint them with the restaurant's operational procedures, routines, policies, standards, and best practices.

## Achievements

- Resolved product issue through consumer testing.
- Achieved Monthly Targets through effectively helping with generating bulk orders to store

## Certification

- Acquired Automobile Diploma