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Arnab

Arnab.339899@2freemail.com

**SUMMARY**

A **creative hotelier** with result-oriented approach and with an ability to develop and maintain effective business relationship at this highly competitive market. My key interest lies in service & quality with a balanced approach towards business success and customer satisfaction.

**HIGHLIGHTS & CAREER SYNOPSIS**

|  |  |  |
| --- | --- | --- |
| **Guest Service Excellence** | **Training &Development** | **Strategic Marketing & Sales** |
| **FOH & BOH of Operation** | **Quality Assurance/Control** | **Cost Reduction/Waste Mangt** |
| **Event Management** | **Vendor Management/Negotiation** | **Multi Outlet Operation** |
| **Safety Management** | **Inventory Management** | **Profit & Growth Strategies** |

* Have 10 years of strong experience in handling F&B operations, while working in **UK, USA, INDIA and UAE.**
* Worked with World Renowned Organizations-Intercontinental Hotels, Radisson Hotel, Starbucks Coffee Comp, Remington Hotels, Cybiz Hospitality & Royal Orchid Group.
* Well versed & extensively worked in **fine dining, semi-casual dining restaurants, coffee store, cafes & world class bars.**
* Sound knowledge of International cuisines, coffee, wines, cocktails and spirits.
* Worked in a pre-opening team, setting up the department, compiling menu and training the team about the company standard, handled multi outlet operation.
* Have garnered experienced in organizing Destination Weddings for Royal families & Renowned Industrialists (UAE, Bhutan, Thailand, Cambodia)

**PROFESSIOANAL QUALIFICATION**

* **Bachelor Degree in International Hospitality Management from Queen Margaret University. Edinburgh, United Kingdom**
* Have completed Food and Hygiene Sanitation Training by SGS Private Limited.
* Certifiedin Hazard Analysis and Critical Control Points (**HACCP**).

**PROFESSIONAL EXPERIENCE**

**Restaurant Manager January 2016 – Present**

**Indian by Nature Abu Dhabi, UAE**

A British based 86 covers restaurant that serves Modern Inventive Indian cuisine with an average turnover of AED 3,00,000 per month and staff strength of 30 nos. **(Pre-Opening)**

* Planning & organizing for the efficient flow of operation.
* Hiring, training, supervising and scheduling kitchen & service staff.
* Monitor compliance with hygiene, safety and food preparation standards.
* Menu designing & planning with the head chef for local calendar/special events
* Balance service with costs to ensure profitability
* Preparing monthly food cost for outlet
* Providing excellent guest satisfaction and increase steady repeat business.
* Control purchases and inventory to ensure high quality product while eliminating waste.

**Key Accomplishments**

* Initiated in-house customer service & sale contest for the server to effect continuous improvement in service & sale, triggering increase in sale and excellent reviews.
* Introduced an attractive & signature menu every 15 days with the culinary team as a main component as per the theme, substantially increasing repeat business.

**Restaurant Manager November 2013 –November 2015 Kababs N Kurries a unit of Royal Orchid Group LLC. Abu Dhabi, UAE**

It’s a multiple award-winning Restaurant serving quality & authentic Indian cuisine. I was responsible for multiple outlet operation; both consist of total 160 covers restaurants with an average turnover of AED 5,00,000 per month and staff strength of 35 nos.

**Key Accomplishments**

* Achieved in bringing down the food cost from 28% to 22%.
* Introduced a culinary seminar for servers, strengthening knowledge of offerings, which dramatically increased food and beverage sale.
* By implementing new work flows achieved bringing down the labour cost

**Restaurant Manager May 2009 – September 2013**

**Toast Café, Bar & Grill (Serving World Cuisine Delicacy). New Delhi, India**

**Food and Beverage Supervisor February 2008 – February 2009**

**Historic Inns of Annapolis Hotel Maryland, USA**

**The Treaty of Paris Restaurant & The Drummer’s Lot Pub.**

**Certified Starbucks Barista March 2008 – February 2009**

**Starbucks Coffee Company Maryland, USA**

**Food & Beverage Assistant September 2005 – August 2006**

**Holiday Inn Hotel Cambridge, UK**

**The Junction Restaurant & The Hub Bar**

**Food & Beverage Assistant (Internship). March 2005 – August 2005**

**The Radisson Hotel Kolkata, India**

**ACHIVEMENTS & AWARDS**

* Awarded **Employee of the Month** in **Historic Inns of Annapolis Hotel, U.S.A.**
* Awarded **Employee of the Month** and **Sales person of the Month** in **Holiday Inn Hotel, U.K.**
* Have Received Many Appreciation Letters from the Management due to Excellent Customer Service.
* Awarded with medal for achieving highest mark in Marketing Planning in the University.
* Worked as a Part Timer Night Auditor at different Hotels, U.S.A.
* Knowledge of POS, Microsoft Outlook, Internet and MS Office.

**REFERENCE –** Available on Request.