

**Krishnendu**

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| **Work Experience** | 31 Years & 2 Months |
| **Skills** | Bakery & Confectionary related work. Wedding cakes, Plated desserts, Chocolate work, Different types of Bread |
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| **Industry** | Hotels/ Restaurant |
| **Category** | Hotels/ restaurants |
| **Roles** | Other Hotels/ Restaurants |
| **Current Employer** | Jumeirah Hotels & Resorts, Maldives |
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| **Previous Employer** | Novotel Kolkata Hotel and Residences, Ramada Hotel. Dubai, U.A.E, Radisson White Sands, Goa, India. |
| **Education** | Certification/Professional qualification, Ahmedabad Hotel Management |
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| **Desired Job Type** | Permanent Full Time |

**Patisserie                                       F&B Operations                    Client Servicing**

**PRÉCIS:** Certificate in Restaurant & Counter Service Craftsmanship from Food Craft Institute, Ahmedabad (Institute of Catering Technology & Applied Nutrition) and Certificate in Bakery & confectionery Craftsmanship from Food Craft Institute, Ahmedabad), with  over 2 decade’s years of rich experience in F&B operations, in the hospitality industry. Proficiency in preparing, producing and presenting high quality food. Experience in creating recipes and handling preparation of elaborate meals. Specialize in Patisserie. Conversant at handling the front office and addressing all problematic situations. Possess an adaptable, flexible approach to work and good organizational skills.  The Key Strengths are:

**Planning, Operations Management, Quality Control**, **Production Operations Materials Management, Safety Operations**, **Team Management, Training and Development, Client Servicing**

**Domain Knowledge**

* Culinary Arts and Quality Dessert Operations.
* Excellent artistic pastry skills for various buffet displays and show plates.

**Specializations**

**Chocolate work & show pieces; Ornamental Cakes; Wedding cakes; Petit fours; All types of Breads i.e., French, Sour Dough, six cereal, all types of buggetes, foccacia etc; Sugar work-Bubble sugar, pulled sugar, caramalized sugar garnished & gum paste show pieces; Innovated plated desserts; Cookies etc**.

**Academic Qualification**

Certificate in Restaurant & Counter Service Craftsmanship

Food Craft Institute, Ahmedabad (Institute of Catering Technology & Applied Nutrition), 1984.

Certificate in Bakery & Confectionery Craftsmanship

Food Craft Institute, Ahmedabad, 1983.

**Business Skills**

***Operations Management***

* Ensure cleanliness in the kitchen work area & that it is in order prior to commencement of food (desert) preparation.
* Research and stay up-to-date on the latest trends within the industry.
* Hire, train and oversee all bakers and pastry cooks.
* Develop, implement, and monitor a budget, ensuring all pastry staff members are staying within budgetary guidelines.
* Develop and test pastries and desserts and monitor the quality/consistency of produced items.
* Conduct hygiene inspections and convey feedback to operating staff as well as managers for gaps in actual Vs standardized norms.
* Handle duties within kitchen area in accordance with health, hygiene and safety regulations.
* Synchronize with;
* Store Keepers to obtain the correct delivery of the ordered food.
* Purchase Manager for timely availability of fresh and packaged food.
* Handle the daily maintenance of logs for temperature , thermometer, fridges  and deep fridges
* Conduct surveys to purchase from new markets for procurement of raw material with assistance from the purchase manager and accounts manager.
* Guarantee compliance with the standard company specification of recipes and hygiene.

***Kitchen Operations***

* Menu Planning (Deserts) for an expansive repertoire of menus, along with portion standardization and supervision of preparation.
* Oversee the bread and pastry functions of all kitchens and departments.
* Supervise the pastry cooks and bakers.
* Handle all aspects of Kitchen management including monitoring food production and aesthetic presentation of the same.
* Coordinate the work of the kitchen staff and manage the preparation of meals.
* Experiment & present innovative ideas, styles new dishes/deserts and ensure cost control measures.
* Maintain quality and consistency of food for enhancing satisfaction amongst customers.

***Client Servicing/ Team Management***

* Ensure customer satisfaction by achieving delivery of service quality norms.
* Execute policies & procedures in the operating systems to achieve greater customer delight.
* Interact with clients, handle guests’ requests & resolving complaints.
* Handle training of newly hired crew members in accordance to the company’s specification and standard procedure.
* Prepare rosters of staff and kitchen stewarding.

**Career Highlights :**

**September 2015 – till date working as a Pastry Chef at Jumeirah Hotels & Resorts, Maldives**

**January 2015 – August 2015,Set up of Bakery & Pastry, Siliguri, Kolkata.**

Totally new set up of Pastry & Bakery, includes ordering equipments, recruiting staffs, planning menu etc.

**December 2013 – December 2014:  Novotel Kolkata Hotel and Residences, Accor**

**(Pre-Opening) Pastry Chef (Grade as Executive Pastry Chef)**

* 5 Star Business / Luxury Hotel located in the business & IT heart of Kolkata
* 346 rooms, 2500pax capacity of Banquets, Big Pastry Shop & many more outlets.

**May 2008 – November 2013:  Ramada Hotel Dubai, Pastry Chef**

* HACCP certified
* Heading a team of seven chefs.
* Hotel has two pastry shops one is inside the hotel & other one outside the hotel. Pastry shop monthly revenue is approx.1.5 lakh dirham.
* Representing Ramada Dubai for a new Guinness World Record for most number of plated deserts in Dubai Shopping Festival 2009
* Hotel of the Year 2008 (EMEA) Wyndham Hotel Group

**July 2007 – May2008: Radission White Sands, Goa -Executive Pastry Chef**

* Worked as Ex. Pastry Chef in Radission White Sands, Goa & look after other two properties (Radission Plaza, Kumarkom & Country Inn & Suites, Goa)
* Totally new setup (Renovation) of Pastry & Bakery includes ordering equipments, recruiting staffs etc.

**Dec’2006 – July2007: Hyatt Regency, Kolkata, Pastry Chef.**

* Managing the smooth functions & maintenance of pastry kitchen.
* Heading a team of 15 Bakers & Pastry chefs
* Maintaining the stock required in the pastry kitchen.
* Controlling cost & cutting down the wastages, introducing various techniques & methods for cost saving & labor saving.
* Displaying a keen inquisitive & positive attitude towards developing the skills required and accepts criticism & correction in a similar manner.
* Keeping proper decorum & discipline i the pastry kitchen
* Developing new products, implementing new methods & practices as used by different international five star hotels.
* Ensuring equipment is correctively used & maintaining hygiene & ensuring that all the HACCP norms are followed & relevant records  are kept as required
* Supporting in the standard operation procedures of the kitchen assigned by the executive chef & forthcoming food promotion, menu planning & implementation
* Giving demonstrations to the guests

**Feb’05-Sep ’06:  Universal Resorts & Hotels, Maldives, Pastry Chef**

* Accountable for managing the production of cakes with a team of 9 personnel.  
  Entrusted with the responsibility of preparing and manufacturing Home Made Ice Creams
* Taking an initiative of producing ice-creams in house, thereby resulting in cost

**Mar’04 - Oct’04: Hyatt Regency, Kolkata, Pastry Chef (Department Head)**

* Accountable for managing the operations of the Pastry Dept. & Pastry Shops both within and outside the hotel with a team of 15 personnel.
* Overseeing the business operations worth Rs.5 Lakhs per month.
* Supervising & executing orders for special Wedding & Birthday cakes.
* Instrumental in establishing and looking after the operations of the extra outlet (Pastry shop) outside the main hotel.

**Jan’03-Mar’04:   Marriott Executive Apartments/ Renaissance Hotel & Convention Centre, Mumbai as Pastry Chef**

* Functioning as an active member of the teams that organized Thai, Arabic & Italian Food Festivals at the Convention Centre with a capacity of over 5000 people.
* Overseeing the entire responsibilities as a Pastry Chef.
* Received appreciation letter for passing the “Brand Audit” and achieving 94 points in Marriott International.
* Distinction of organizing 4 days nonstop party for 6000 pax.

**Sep’01-Jan’03: Le Royal Meridien, Mumbai, Pastry Chef**

* Functioning as an active member of the teams that organized Mexican and Thai Food Festivals.
* Overseeing the production operations of Cakes as well special Home Made Ice Cream & Sorbet for the Restaurant as A La Carte Order.

**Jul’00-Sep’01: Kookie Jar, Kolkata, Pastry Chef**

* Managing the gamut of tasks including Production, Quality as well as Marketing.
* Handling a team of 25 personnel, ensuring optimum performance.
* Enhancing the visibility through advertising in Print Media & Hoardings.
* Playing a pivotal role in keeping costs under control.
* Distinction of turning around a non profitable pastry shop which was closed for 3 years into a profitable one.

**Jun’1999-Apr’2000: Carnival Cruise Line, Pastry Man**

* Independently playing a key role in managing Pastry and Dessert operations.

**Previous Experiences**

Jun’1998-Feb’1999               Nadel Sheba Pvt. Club, Dubai                 Pastry Chef

Dec’1994-Jun’1998               Hilton International, Dubai                     Demi Chef

Jan’1994-Nov’1994               Hotel Le Royal Meridien, Bharain            Commis I

Dec’1992-Jan’1994               Jebel Ali Hotel, Dubai                            Commis I

May’1989-Dec’1992              Taj Bengal, Calcutta                             Commis II

Nov’1986-May’1989              Taj Mahal Hotel, New Delhi                     Commis III

Jan’1985-Nov’1986               Hotel Galaxy Ashok, Agra                       Chef Trainee

**Awards & Achievements:**

* *Participated in the* ***Provencal Gastronomic Festival (1995) and Belgian Gastronomic Festival*** *(1996).*
* *Received the* ***Gold Medal in the Emirates Salon Culinaire, 1997*** *Competition for Friandiscs / Petit Fours.*
* ***HACCP Certified*** *(Certificate of Quality and Merit of the Royal Institute of Public Health, UK.)*
* *Awarded the Certificate of* ***“Train the Trainer Course”*** *by Hotel Ramada*
* *My team was awarded* ***2 Gold medals & 2 Silver medals along with a trip to Germany for winning “HOTEL ASIA COMPETITION”*** *in June 2006*
* *Successfully completed the* ***Basic Computer Training Program*** *organized by Kurumba, Maldives.*
* *Completed certification in the* ***Sugar Workshop organized at the Fonterra Culinarium,*** *Dubai.*
* ***Best Employee (Manager) of the 4th Quarter Award, 2009***
* ***Best Employee (Manager) of the 4th Quarter Award, 2010***
* **PIC Certification has successfully completed through APEX Food Consultants, Dubai. U.A.E**