**ARVIND**

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**SUMMARY**

A progressive career reflecting 17plus years within an Airline and Outdoor Catering Industry, which includes Operations, Sales &Marketing, Client Servicing, Documentation, Budgetary Control, Guest Relationship Management & ORAT (Operations Readiness and Airport Trials).Expertise mainly focuses on handling operations in Dispatch & Assembly areas to a volume of nearly 100,000 meals per day.

**Areas of Expertise**

* Ensuring that the set standards, procedures and targets are adhered to and are in line with HACCP and Safety Standards.
* Detail oriented, accurate and resourceful in completing projects, multi-task effectively and able to work in an environment that demands special attention to details.
* Expertise in developing and maintaining strong and productive working relationships with clients and staff at all levels.
* Recruited and coached an inexperienced team to carry out and achieve all business KPI’s i.e. Food Safety, Budgetary Cost, Customer Service, Health and Hygiene, Health and Safety.
* Efficiently scheduled duty rosters, shift handling, managing the leave planner for the entire team and executed the performance appraisals.
* Possess the attitude and depth of experience to handle pressure and motivates other to deliver results.
* Confident and poised in interactions with individuals at all levels.

**Strategic Planning**

* Proven ability in demonstrating flexibility to meet the changing demands of the business and capable to negotiate and influence others with a strong focus on delivery.
* Managing the overall profitability of operations with strategic utilization & deployment of available resources to achieve organizational objectives and operating standards.
* A keen planner & strategist with track record of developing operational policies/norms, systems & controls, motivational schemes &customer service standards. Proficiency in preparing, producing and presenting a high quality food.
* Liaising with seniors to propose menus, develop new work methods and sustaining profitable operations through focus on budgeting, cost analysis and cost optimization.

**Quality Compliance**

* Developing & implementing procedures in conjunction with Quality Assurance Department, control systems for maintaining hygiene & quality standards.
* Ensuring profitability of operations and supervise all aspects of Assembly / Dispatch Department including FIFO, Quality Temperature and adherence to the SOP’s.
* Oversee and follow-up and, as applicable implement corrective actions to investigate and other issues generated by the Quality Assurance Department.
* Manage changes in systems or procedures when necessary to improve quality or maintain compliance.

**Man Management / Training & Development**

* Imparting appropriate in-house training on Service Excellence and Teamwork to provide support to the service staff.
* Organizing and conducting practical and theoretical training programs, to enhance skills and motivational levels.
* Handling various aspects of HRM, Staffing, Recruitment, Performance Review and Appraisal.
* Screening new joiners and conducting interviews & implementing of the training modules across all levels of staff.

Assessing competencies and suggesting refresher trainings

**Professional Experience**

**Oberoi Flight Services: Deputy Manager - Operations, New Delhi, India July 2015 – Till Date**

My role as a Deputy Manager - Operations is to support the business ensuring the flights are assembled, dispatched and catered on time in accordance with approved menu specifications / Galley loading plan. Ensure best value for the company in line with its strategic, financial and operational requirements. My responsibilities include monitoring the standards and specification of the airline designated to handle and ensure airline specs/Quality is maintained.

* Operations Management - Responsible for all aspects of flight operations and ensuring all standards followed as per agreed norms.
* Key Account Management - Managing the key airline account and ensuring all the airline standards and specifications are strictly adhered.
* Handling customer feedback & response to complaints which includes implementing corrective actions.
* Process Enhancement, Inventory Management, Debtors Management, Cost Management initiatives
* Manpower Management and Training - Responsible for the continual developing and improving the skills of team and recruiting new talent by coordinating with Human Resource.
* Staff Training - Responsible for organizing an effective team to formulate process & procedures, documenting SOP’s, providing external & internal training to enhance skills and knowledge in operating equipment’s, conduct trials and eventually startup operations.
* Communication and Client Retention &General Administration

In-charge of exclusive accounts for prestigious clients like Air Canada and Qatar Airways. Responsibilities include interacting with client during discussion and formalizing of contract stage. Developing and managing a full-fledged operational team trained to provide a professional service up to the highest level of standard.

**Additional responsibility:** Includes overseeing the operations for outdoor catering to Barista. This includes monitoring 54 outlets all over Delhi, UP & Haryana. Menu comprises of 54 delicacies covering a volume of approximately 47,000 meals per month. Ensure SLA guidelines are strictly adhered in accordance with HACCP standard.

**Qatar Aircraft Catering Company, Doha, Qatar April2003 – May2015**

**Dec2014 – May2015, Key Accounts Manager (QR)**

* Implemented and took full ownership to lead compliance adherence of the unit to all regulatory, customer and internal policies and procedures whilst developing and maintaining good and professional working relationships with Airline Representatives.
* Responsible for disseminating clear communication of the new developments and changes in a timely manner.
* Acting as a primary contact for all day to day operational communications with dedicated airlines, ensuring customer satisfaction by achieving delivery of service quality norms.
* Reviewing & interpreting the market trends/ client feedback to attune the business strategies as per client requirement.
* Managing the service level agreement with all external and internal clients, which involves review of Menu Grids, Costing, liaising& presentation, responding to Passenger feedback and take corrective measures to maintain the utmost standard of consistent service.
* Develop new menu concepts / designs to establish the brand to expand and grow the business through quality product differential to competitors in the market place
* Develop and implement strategy to reduce F&B wastage onboard Operational.

**Feb 2011 – Dec2014, Duty Manager – Assembly & Dispatch**

* Ensuring that a full Catering and Logistics program is in place to best serve the Airline with approximately over 250 departures, consisting of 100,000 meals each day
* Supporting operations management to run assigned departments - Responsible for flight operations, specific trainings, monitoring performance, scheduling, hours control, improving internal processes to minimize overtime while maintaining required quality standards.
* Responsible for the continual developing and improving the skills of the current staff (240 personnel) and recruiting new talent by working with HR, ensuring Learning & Development and by mentoring and coaching new joiners.
* Ensure consistency of standards, quality, logistics and hygiene are being met by the staff.
* I was also responsible leading the Assembly Team to the new fully automated and state of Art Catering Facility. Tasks include organizing an effective team to formulate process & procedures, documenting SOP’s, providing external & internal training to enhance skills and knowledge in operating equipment’s, conduct trials and eventually startup operations.
* Conducted regular loading audits to eliminate wastage and ensure correct storage and usage of equipment’s& supplies.
* Manpower and Budget Planning for the department.
* Organized for regular Food safety & HACCP training & other operational training for the entire department.

**Additional Responsibilities:** Handled outdoor catering within the Qatar Airways subsidiary i.e. Lounge’s (Oryx Lounge, VIP Lounge, Al Mourjjan Lounge, Al Safwa Lounge, Marche Lounge, UM Lounge, Al Mourjjan Lounge, Silver Lounge, Gold Lounge, Premium Lounge , Al Maha Lounge, Premiun Lounge and Al Maha). Managed a team to assemble and dispatch 15 different lounges in a day comprising of 3 deliveries scheduled with a combined volume of 15,000 meals.

**Dec 2006 – Jan2011,Duty Supervisor– Assembly / Officer – Assembly**

**Apr 2003 – Nov2006,Operation Team Leader**

**Part of Major Projects in QACC**

* **CFBT** (Complete Flight Build Team) – A section in Assembly responsible for checking and aligning the flight with complete catering food items and handover to dispatch or loading bay team to load the flight. As a result it became one of the most successful projects and increased the productivity of the department tremendously.
* **Label printing through JDE system** – Created data in excel for the label printing in JDE and assess the data from GLP and provided to concern department for feeding the data in JDE.
* **Bank Meal-**Process designed to maximize the airlines requirement to cater to the passenger loads close to the departure time. The process involved meticulous planning of the menu components to suit the majority of flights. Execution of the bank meals is done with all the generic items in a mobile van on the Ramp to minimize the time taken for transportation.
* **QAFE** – A web application to receive Lounge request electronically, it covers the complete process from receiving order from customer, acknowledgement of orders, generate raw material request for purchase order and automate the sales orders process.
* **QEC**(Qatar Executive Catering) –Is a web portal designed for Private Aircrafts / Charter Flights where customer can select the delectable catering from the comprehensive list of menu offered by QACC. The portal offers end to end process right from Ordering to Delivery and Billing.
* **QAIZEN** – An application basically designed to have a single source of information to the flight handlers. It collects the data from multiple source and reflects it on a single screen. The screen contains Flight Details (STA, STD, Dest, ETA, ETD, Bay Number and Tail Sign), resource details (CSA, CSTL, Drivers and Hi-Loader), service details, passenger details updated at real time, SPML details, GLP, CDN and FPR.
* **QCATS** – Is an integrated application that gives the real time data of the load updates for all the flights based on the checked in passengers at the counters. The catering figures are displayed at the time that is mutually agreed between the caterer and the airline i.e. at D-8, D-4 and D-50. Any fluctuation in the loads is highlighted for easy identification.

**Commenced career with Taj SATS Air Catering Ltd. New Delhias Flight Supervisor Sep1998 – May2003**

**Education**

2016 Pursuing PGDM in Hospitality Management from Welingkar Institute of Management, Mumbai

2000 B.Com (Bachelor of Commerce) from Delhi University, New Delhi

1997 HSC in Commerce Stream from St. Columbus School, New Delhi

1995 SSC from St. Columbus School, New Delhi

**Training & Seminars**

* Managing Hazards and Risks Course – September,2014
* International Food Safety Training in Level 3 certificate – December,2013
* Interview Skills Training – June,2011
* Ramp Safety – August,2009
* Practical Fire Fighting Training and Catering Security Course – August,2009
* Group Emergency Management / Special Assistance Team Training – February,2008
* HACCP training certificate from RIPH London – January,2006
* Basic Life Support & First Aid Training from Hamad International Training Center – January,2005
* International Food Safety (Certificate of Training in Food Safety) – November,2004

**Personal Profile**

Languages Known : English and Hindi

Date of Birth : 16th Nov’ 1979