**NILOTPAL**

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**Summary**



Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development. Food service professional adept at FOH and BOH operations. Demonstrated team leader with excellent staff management skills. Flexible, results-orientated Manager offering focused leadership and restaurant operations knowledge to drive profitability. Exceptional communication skills.

**Skills**



|  |  |
| --- | --- |
| Service-orientated | Strong work ethic |
| Inventory control and record | Point of Sale (POS) system |
| keeping | operation |
| Dynamic, friendly hostess | Passion for customer satisfaction |
| Staff scheduling | Proven cost-control expert |
| Natural leader | Conflict resolution techniques |
| Food service background | Trained in performance and |
| Results-orientated | wage reviews |
|  |  |



**Work History**



March 2017 **Zoco** Dubai

* **Supervisor**

Current

 Clearly and promptly communicated pertinent information to staff, such

as large reservations or last-minute menu changes.

 Carefully interviewed, selected, trained and supervised staff.

 Interacted positively with customers whilst promoting hotel facilities and

services.

 Organised special events in the restaurant, including receptions,

promotions and corporate lunches.

 Carefully developed a lucrative annual food and beverage marketing plan

and strict budget to maximise profits.

 Correctly calculated inventory and ordered appropriate supplies.

 Strategically developed effective marketing plans to increase sales and

profits while managing costs.

 Recognised and formally acknowledged outstanding staff performance to boost company morale and productivity.

 Actively participated in ongoing customer service programmes to build sales and rapport in the community.

 Maintained a safe working and guest environment to reduce the risk of injury and accidents.

 Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.

March 2013 **Asado** Dubai

* **Supervisor**

March 2017

 Purchased adequate quantities of necessary restaurant items, including

food, beverages, equipment and supplies.

 Created fun team building activities to engage staff in upselling to meet

revenue targets.

 Quickly identified problem situations and skilfully resolved incidents to

the satisfaction of involved parties.

 Promoted the business through participation in and sponsorship of

community events.

 Effectively managed payroll and timekeeping, including completion of the

proper paperwork for new recruits and leavers.

 Conducted timely performance evaluations for all front of house staff.

 Skilfully interacted with external vendors to obtain the best quality in

pricing and product.

 Developed, implemented and managed business plans to promote

profitable food and beverage sales.

 Oversaw front of house personnel to maintain adequate staffing and

minimise overtime.

 Led and directed team members on effective methods, operations and

procedures.

 Promoted a positive atmosphere and went above and beyond to guarantee

each customer received exceptional food and service.

 Actively participated in ongoing customer service programmes to build

sales and rapport in the community.

December 2011

**Tim Horton's Café & Bake Shop Dubai**

Dubai

* **Team Leader**

February 2013

 One of the most well-knownCoffee & bakery chain from Canada.

 Pioneer team leader of Tim Horton U.A.E.

 Responsible for handling the shift Responsible for Cash handling of every

shift handled Ensured all the stations are well equipped before the rush hours.

 Handling customer& providing the excellent guest service Preparing action plan to achieve monthly targets.

 Setting daily targets and follows up the achievements concerning sales transactions and average check.

 Set targets for each employee as per the sales breakdown and any running Sale contest.

 Follow up suggestive selling sales result.

 Give customer positive impression about the store.

 Hold daily operation briefings.

 Hold monthly meetings with the team.

 Follow company's recognition programs, motivate, promote and appreciate employees.

 Dealing in respectable way with all the team members.

 Ensured that all the checklist are completed by the fellow team members Doing weekly& monthly inventories.

 Regular inspections of the expiry of the product & rectification.

 Follow for the snags in the restaurant.

 Creating the deployment of the co-team members & getting it approved by the managers.

December 2010 **The Oberoi Rajvillas** Jaipur

* **Trainee**

February 2011  Rated amongst the leading resorts in the world.

 Located in 32 acres of beautiful garden,pool,fountain, in the peaceful

Rajasthani countryside, the hotel is a oasis of elegance and luxury.

 Trained in Food & Beverage Service Departments Making Cocktails and

Mocktails Using Micros System Placing order in Kitchen Tray setup Taking

order and placed to guest.

June 2008 **Hotel Hindustan International** Kolkata, INDIA

*  Five Star Deluxe Hotel with 158-Rooms & Deluxe Suits.

October 2008  Trained in all four major departments.

 Food & Beverage Service: serving and taking orders in restaurant & in the

rooms.

 Food & Beverage Production: assisted chefs in misc-en-place.

 Front Office: attending guest needs and assisting Front Office Associates.

 House Keeping Operation: making rooms & cleaning public area.

**Education**



2011 **GRIHM** Kolkata

**Advanced Diploma**: **Hospitality Management**

Hospitality Management under TAFE South Australia. 2008 Higher Secondary (Class XII),. Patha Bhavan High School, West Bengal Board

 Basic vocational qualification: Hospitality

 Culinary arts coursework

 Graduated with merit

2005 **Patha Bhavan High School** Bengal

**Class X**

**Certifications**



Basic Food & Hygiene Training(Pillsbury Dubai) •Inhouse Wine Training.(The Palace Downtown) •HACCAP Training(The Palace Downtown)

**References**



References:Will be furnished upon Request.

**Languages**



Bengali - Mother tongue •Hindi - Fluent •English - Fluent

**Additional information**



 Personal Interest: Playing Cricket and Football Playing computer games

Personal Profile: Date of Birth : August 12, 1989 Marital status : Single