

#### RESUME

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#### KAUSHIK

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**OBJECTIVE**

To excel in whatever project I undertake and grow with the organization. Presently I am looking forward to a better prospect, career growth and development. In the future I see myself as a successful contributor striving to attain commitment to excellence and ensuring a promising career ahead and through perseverance to reach the top.

**SKILLS & COMPETENCIES**

Implementation of principles of personalized guest service.

Maintenance of effective database and attaining benchmark.

Handling situations and undertaking new challenges.

**Area of interest** : Food and Beverage Service

**JOB EXPERIENCE**

* 02nd June 2014 At Monotel Kolkata working as Senior Outlets Manager.

**(luxury business hotel with 109 rooms with 4 f&b outlets)**

* 01st February 2012 – 11th April 2014 At HHI Kolkata, worked as Asst Manager Banquet.

(**located heart of the city with 7 f&b outlets, 121 rooms & 19,700 sqrft banquet.)**

* 20th Dec ’04 – 03Nov 11 : At The Hyatt Regency, Kolkata as Team Leader.

**(235 rooms with 6 f&b outlets including 2 specialty outlets.)**

* 1st May ‘04 – 15th Dec’04 : Worked in Quality Inn Golden Park Trainee Senior Captain.

**(located heart of the city with 84 rooms,3 f&b outlets & extensive banqueting.)**

* 24th Sept’01 – 20th Apr’04 : Worked in Majestic Park Plaza Ludhiana as Steward.

(**One & only 5 star hotel with 154 rooms, 8 f&b outlets.)**

* 4th Sept’2000–16th Sept’01 : Worked in Hotel Swosti Plaza as Senior Steward.

**(122 rooms with 6 f&b outlets including 2 specialty restaurants & largest pillarless banquets in eastern india, )**

**ACADEMIC QUALIFICATION**

* Passed West Bengal Board Of Secondary Education In the year of 1992.
* Passed West Bengal Council Of Higher Secondary Education In the year of 1994.
* Completed Bachelor Of Arts ( B.A) From Calcutta University In the year of 1996.

**PROFESSIONAL QUALIFICATION**

* 3-years full time Diploma in Hotel Management, Catering and Food Science From NIPS Salt lake, Kolkata.

**TRAINING EXPERIENCE**

* Undergone Industrial Training from HOTEL HINDUSTAN INTERNATIONAL (HHI), Varanasi 1st Oct’ 1998 to 28th Feb’ 1999.

**JOB PROFILE**

* Attaining quality standards for products and services.
* Maintaining healthy guest relations.
* Anticipating, identifying and meeting guest expectations.
* Delivering a surprise and delight package to guests.
* Acquisition of data and data analysis.
* Maintaining profitability with minimum cost.
* Meeting the forecasted target of annual budget.
* Maintaining the standard service sequence.
* Strict adherence to brand standards and policies.
* Ensuring consistency in terms of food presentation and execution of service.
* Maximum utilization of the available resources.
* Displaying highest levels of motivation to achieve results.
* Conducting training session for the team.

**RESPONSIBILITES**

* Provide smooth and efficient service at all the outlets, ensuring that the standards are meet at all points of time.
* Fully conversant with all aspects of Micros,IDS and Property Management Computer System.
* Ensure all food and beverage items, equipments and other facilities in the outlets are maintained according to the Departmental Operational manual requirements.
* Constantly strive to satisfy all guests that patronize the Outlet.
* Up sell the menu and induce guests to take slightly higher than medium prices items.
* Maintain par stocks of all equipments and guest supplies.
* Prepare weekly roaster for the team.
* Set up as per guest choice for corporate, social & meeting.
* Handle reservations and blocks halls accordingly.
* Compute bill according to items consumed by guests.
* Record amounts received and prepares reports of transactions.
* Make daily transaction on shift.
* Verify all credit cards presented by guest for validity of the card.
* Prepare Daily Revenue Report.
* Prepare comments card evaluation weekly & monthly.
* Prepare casual requisition according to functions of the day.
* Strictly adhere to all policies and procedures issued by the finance with regards to cashiering and cash handling.
* Report and explain any discrepancies in outlet checks, daily transactions and reports.
* Work closely with the other departments of the hotel, to ensure a smooth operation and personal relation. Deliver F&B service in accordance with departmental standards and procedures.
* Interacts with guests in each of the outlets to solicit comments.
* Communicates with F&B management any difficulties, guest comments and other

relevant information.

* Demonstrates the Service Excellence Basics and ensure the whole of the Outlet

team continually follows the same.

* To rotate and schedule all colleagues in order to provide full coverage for efficient

service and to maximize productivity.

* To recover guest complaints, take remedial action immediately.
* To ensure that all guests are greeted and seated courteously without delay at a properly
* set and clean table.
* To ensure that all guests are served promptly.
* Check on guest satisfaction by talking to the them.                                                    .
* To exercise control measures to cut down of chinaware and glassware breakage.
* To be responsible for a daily report in the form of a log book compiled for all shifts.   
  Obtains all information available for upcoming year (occupancy, forecast, trends,
* reservations, festive periods, etc.)   
  Keeps updated with new products in the market.
* Provides performance evaluations regarding probation periods, annual

performance reviews, promotion or transfer consideration and salary reviews.

* Regularly solicits feedback from supervisors on colleague performance as well as making
* personal observations.
* Establishes comprehensive training programmes for the Restaurant.
* Evaluates departmental training sessions.
* Personally conducts training for all Outlet colleagues.
* Attends all hotel trainings as required.
* Adheres to all HR and Hotel policies and procedures.
* Continually strives to improve self knowledge and skills.
* Conduct briefing day to day operational.
* Conduct monthly communication meeting with all the f&b staff.
* Work as Manager On Duty at least twice a month.

# ASSIGNMENTS DONE ON

* Completed guest Satisfaction.
* Completed Hyatt Earth Course In Environmental Leadership
* Worked in GUCHHI The Indian Specialty Restaurant.
* Worked in 24 hours Coffee Shop.
* Worked in 24 hours In Room Dinning.
* Worked in The Bar.
* Worked at Banquet.

COMPUTER LITERACY

Working knowledge of all contemporary packages.

PERSONAL DETAILS

Kolkata - 700042

West Bengal

India

Nationality : Indian

Marital status : Married

Sex : Male

Height : 5` 6``

Date of birth : 31-03-1975

Languages known : English, Hindi, Bengali.

Hobbies : Listening music.

Present position : Senior Outlets Manager.

DECLARATION

I hereby declare that the above mentioned particulars are true to best of my knowledge and belief.