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**Objective:**

To achieve a challenging position in Administrative & Food & Beverage hospitality service industry.

Having a 3 years Diploma in Hotel Management from International Institute of Advanced Studies, (IIAS) Salt Lake, Kolkata in 1998, with an experience of 15 plus years in numbers of Hotels in both National & International market,

**Professional Experience:**

Worked with {Shimla Pinks, Manchester, UK} a group of famous chain and award winning hotels, restaurants & clubs in Manchester, UK as an Assistant F&B Manager {Jan 2006 to May 2010}.

**Key Achievements:**

* Appreciation letter received from guests for excellent service.
* Winner of single lawn tennis tournament in Republic of Maldives on behalf of Taj International

Group of Hotels, 2004

* Winner of single badminton championship in Republic of Maldives on behalf of Taj International

Group of Hotels, 2004

* Done Food & Hygiene course from UK , 2006

**Summary:**

* Excellent communication and guest/employee relations skill.
* Excellent proactive attitude to work
* Proven track record in delivering quality dining service
* Strong ability to provide effective leadership in achieving desired goals
* Remarkable organizational and time management skills
* Remarkable ability to work a varied schedule, including weekends, holidays and evenings
* Profound ability in supervising and planning menus, maintaining food inventory ledger, monitoring food
* Costs and preparing monthly/yearly reports and budgets.
* Great ability to promote excellent quality customer service, cleanliness and safety

**Professional Experience:**

**STERLING Group ( UAE)**

**Presently working as Operation Manager from 12th of February 2015 till date**

* Achieving restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
* Meets restaurant financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Plans menus by consulting with chefs; estimates food costs and profits; adjusts menus.
* Controls costs by reviewing portion control and quantities of preparation; minimizing waste; ensuring high quality of preparation.
* Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures
* Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, and utensil quality and placement; monitoring food presentation and service.
* Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**IRIS the Business Hotel & Spa Bangalore, A Confident Group Venture**

Worked as **Executive Assistant Manager (EAM)** 1st of Oct 2014 to 6th of February 2015

Worked as **Food & Beverage Manager**

( April 2013 – 30th of sep 2014)

* Supervise operation and handling of all food and beverage outlets for all outlets.
* Develop and ensure proper surveillance of food and beverage supply units using subsidiary wings.
* Administer all food and beverage facilities and ensure optimal cleanliness and safety procedures in efficient working.
* Assist various departments in selection process and provide guidance to staff members according to company’s rules.
* Monitor all local sanitation and healthcare systems to satisfy customers.
* Maintain an inventory for all food and Beverages.
* Analyze and utilize various management tools to update expenses and fix monthly wages for Food & Beverage Department.
* Supervise all ensure resolution of customer’s grievances in systematic way.
* Prepare fortnightly work schedule as per hotel requirements in assistance with Food & Beverage employees.
* Maintain personal records of working F&B staff and provide efficient maintenance.
* Maintain knowledge on all fire protection and preventive measures during emergency.
* Ensure compliance to all company rules in pertinent areas.

**ITC Fortune JP Celestial, Bangalore**

**13th Feb 2011 to April 2013**

**Asst. F&B Manager/Banquet Manager**

* Achieving budgeted food sales, beverage sales and labor costs.
* Achieving maximum profitability and over-all success by controlling costs and quality of service.
* Participating and input towards F & B Marketing activities.
* Control of Banquet china, cutlery, glassware, linen and equipment.
* Completion of function delivery sheets in an accurate and timely fashion.
* Helping in preparation of forecast and actual budget function sheets.
* Completion of forecast and actual budget function sheets, Function Summary Sheets and monthly payroll input.
* Completion of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service.
* Supervising and co-ordinate daily operation of meeting/banquet set-ups and service.
* Completion of Banquet Requisitions.
* Maintaining the F&B control policies and completion of necessary forms.
* Following of proper purchasing and requisitioning procedures.
* Maintain records for inventory, labor cost, food cost etc.
* Follow-up each functions by completing a Function Critique and submit to the Sales & Food and Beverage Manager.
* Attendance and participation of weekly F & B meeting and Department Head meeting.
* To assist in menu planning and pricing.
* Development and maintenance of all department control procedures.
* Development and maintenance of department manual.
* Supervision of monthly payroll input.
* Supervision of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service
* Supervision of Banquet Requisitions. .Responsible for F&B control policies and completion of necessary forms.

**The Atria Hotel, Bangalore**

**May 2010 – Feb 2011**

**Restaurant Manager**

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* Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, and utensil quality and placement; monitoring food presentation and service.
* Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Shimla Pinks, Manchester, UK**

**Jan 2006 – May 2010**

**Assistant F&B Manager**

* Managing the day-to-day operation of the outlet in accordance with established policies and procedures.
* Establishing and administering training programs within the outlet, including new employee orientation.
* Directing the development and administration of controls for all phases of the outlet in an economical and profitable manner while maintaining established standards.
* Coordinating the maintenance and development methods for high quality preparation of food and beverage
* Maintaining an efficient program of scheduling to ensure a high standard of service with the use of minimum man-power
* Maintaining and instructing assigned personnel as to safety policies and procedures and follow up to ensure hazards are eliminated.
* Acting immediately on all customer complaints to ensure that corrections are made when possible.
* Training and motivating staff.
* Responding to customer complaints.

**Yatra Lounge, Manchester, UK**

**June 2005 – Jan 2006**

**Restaurant Manager**

* Taking responsibility for the business performance of the restaurant.
* Analyzing and planning restaurant sales levels and profitability.
* Organizing marketing activities, such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Creating and executing plans for department sales, profit and staff development.
* Setting budgets and/or agreeing them with senior management.
* Planning and coordinating menus.

**Oasis Beach Hotel (A member of Jebel Ali International Hotel) Dubai, UAE**

**Aug 2004 – April 2005**

**Assistant Restaurant Manager**

* Oversee and manage all areas of the restaurant and make decisions on

Matters of importance to guest service

* Adhere to company standards and service levels to increase sales and

Minimize costs, including food, beverage, supply, utility and labor costs.

* Responsible for ensuring that all financial (invoices, reporting) and

Personnel/payroll related administrative duties are completed accurately, on time

And in accordance with company policies and procedures

* Enforce sanitary practices for food handling, general cleanliness, and maintenance

Of kitchen and dining areas

* Ensuring positive guest service in all areas. Responding to complaints, taking any and all

Appropriate actions to turn dissatisfied guests into return guests.

* Investigating and resolving complaints concerning food quality and service

**Taj Coral Reef Resort (A Taj Leisure Hotel) Maldives, Male**

**Aug 2002 – July 2004**

**Restaurant Supervisor**

* Preparing monthly/ daily sales performance and assist the Manager to ensure maximum results for the business is achieved
* Working alongside the Head Chef and Kitchen Brigade ensuring that standards of both food service and production are consistently high and that the agreed standards are maintained, regularly tested and reviewed
* Working on maximizing productivity of labor resources
* Ensuring the department is prepared and organized to meet all business requirements, with particular attention to food & beverage stock controls
* Ensuring all company and cash handling procedures are adhered to at all times and any discrepancies identified are fully investigated with appropriate action taken
* Assisting with the responsibility to ensure all beverage related stock items, products are purchased in accordance with the business levels and that only agreed suppliers are utilized
* Ensuring that all employees adhere to the Company’s uniform and customer service standards.
* Maintaining high standards of quality control, hygiene and health and sa

**Reethi Beach Resort, Republic of Maldives**

**April 2000 – July 2002**

**Assistant Restaurant Manager**

* Coordinating the entire operation of the restaurant;
* Managing staff and providing them with feedback;
* Introduce opportunities for add on sales
* Responding to customer complaints;
* Ensuring that all employees adhere to the Company’s uniform and customer service standards;
* Meeting and greeting customers;
* Advising customers on menu;
* training and motivating staff;
* Organizing and supervising the shifts of kitchen, waiting and cleaning staff.
* Maintaining high standards of quality control, hygiene and health and safety;
* Supporting the Restaurant Manager with other events as and when required;

**Holiday Inn Manu Maharani Estate, Nainital, UP, India**

**Mar 1998 – Feb 2000**

**Senior Captain**

* Communicating service needs to chefs and stewards throughout functions.
* Ensuring banquet rooms, restaurants, and coffee breaks are ready for service.
* Ensuring proper centerpieces are displayed on every table.
* Inspecting the cleanliness and presentation of all china, glass, and silver prior to use. Checking in with guests to ensure satisfaction.
* Setting tables according to type of event and service standards.
* Communicating additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
* Maintaining cleanliness of work areas throughout the day.
* Following all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications.
* Ensuring uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets.
* Working on maximizing productivity of labor resources.
* Ensuring the department is prepared and organized to meet all business requirements, with particular attention to food & beverage stock controls

**Skill:**

* Excellent customer service and communication skills.
* Enjoy rapport building and customer interaction.
* Target driven and self motivated.
* Professionalism and confident.
* Strong persuasive skill.
* Ability to work in highly dynamic environment and to multi-task

**Education:**

* Diploma 3 years in Hotel Management from International Institute of Advanced Studies, Kolkata in 1998.
* High school from West Bengal council of Higher Education, Kolkata in 1994
* Industrial Training from Umaid Bhavan palace, ITC Welcome group, Jodhpur, 1996

**Computer Skill:**

* Micro Soft Office with Basic Software.
* Basic Knowledge in Internet.

**Professional Training:**

* Obtained certificate on First Aid Training from First Aid and Safety Training Consultants, Dubai in 2004.
* Obtained Foundation certificate in Food & Hygiene from Chartered Institute of Environmental Health, UK in 2004
* Obtained certificated on Food Hygiene course from Jebel Ali International, Dubai in 2005
* Obtained certificate in Fire Safety & Emergency Preparedness from Fortune Park JP Celestial, India in 2013