

 Sangram

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Right now I am looking to develop and progress my career with an ambitious,

Award winning Brand Organization which is looking to recruit talented professionals.



PROFESSIONAL SYNOPSIS

* A dynamic professional with 11 years’ experience in Hotel & Restaurant Operations, Customer relationship Management and people Management in Hospitality Industry.
* Opened successfully 6 high end restaurants as a pre-Opening Team.
* Sound business skills and acumen in the areas of product display, management of new start-up ventures, product launch, pricing controls and delivery of quality service & all vital ingredients towards effective practices.
* Adapt at ensuring optimum inventory levels to achieve maximum cost savings without hampering the distribution process.
* Capability in studying the latest market trends to help in supporting the commercial sell-in of new products.
* Effective communicator with excellent interpersonal and problem solving abilities; having expertise in leading workforce towards accomplishing business and corporate goals.
* I possess an analytical and expedient approach to problem solving which

Always results in a win/win resolution for all parties.

* Have the self-assurance that enables goals to be achieved, and is constantly looking to introduce new Products and services that will meet the needs of tomorrow.
* Presently serving Burger joint New york and responsible for keeping the operation of the establishments efficient and profitable.

Key competencies

* Outstanding Guest Experience.
* Innovative Menu Planning.
* Cost Reduction / Waste Management.
* Vendor Management & Negotiation.
* Motivational Team Leadership.
* Kitchen, Bar, & Dining Room Operations.
* Integrated Inventory Control.
* Promotions & Up-selling.
* Inventory / Profit & Loss Management.
* Safety & Sanitation Compliance.

Personal Traits

* Consistently striving for continuous improvement whilst ensuring a high level of professionalism.
* Can work collaboratively and communicate effectively with team members at all levels.
* Treating entire Restaurant staff fairly, consistently and without prejudice.
* Possessing an enthusiastic management style that keeps all staff engaged.
* Logical, passionate and determined when approaching problems.
* Developing positive environment with attitude of LOVE ALL SERVE ALL.

Operational Strategies

* Implementing procedures, control systems for maintaining quality & hygiene quality standards for streamlining processes and generating cost savings in operations.
* Identifying Bottlenecks and eliminating barriers of service especially during peak operational hours. Also monitoring the work flow for better operation every time.
* Ensuring policies and procedures are adhered and complied with including security & cash control.
* Ensure proper training of correct ordering to enable good storage and waste control.
* Monitoring base food cost, operating cost, maintenance cost & controlling expenses to agreed budgets
* Control on variable cost and labour cost in order to maximize profit.
* Conducting in store audits to ensure everything is in its proper place.
* Daily monitor and communicate of store sales to budget.
* Proficient in getting corporate tie ups for ODC’s in improving business.

People management/Training

* Manage HR, Induction, Staffing, Recruitment, Training, coaching and counseling.
* Handling operational functions like pre-shifts staff briefings, creating duty roster, shift management.
* Focus on training on Food preparation, Service Excellence and Teamwork in restaurant & cafes.
* Monitor the effectiveness of training by conducting test on station observation checklists.
* Imparting appropriate trainings on food safety & also how to have a check on the same.
* Creating monthly planner of each team member to ensure everyone trained on each station.
* Conducting special training classes on the launch of new product and getting them ready for the same.
* Conduct training classes for enhancing service skills of team members & subordinates.

Customer Service

* Ensuring high quality services being rendered, resulting in optimum resource utilization for maximum service quality.
* Organizing sales promotion activities to build-up strong Customer Relationship with the existing clients & introducing them to prospective customer to tap/ explore greater market/ business volumes.
* Ensure maximum customer satisfaction by closely interacting with in-house & potential guests to understand their requirements & customizing products & services with optimum resource utilization.
* Make Strategy, policies & procedures in the operating systems to achieve great Customer Service.
* Monitoring & analyzing Mystery Shopper Reports.

CAREER HISTORY

Recipe Restaurant Management. Since August 2017 to February 2018

Brand Name: Burger Joint New York

Designation: Restaurant manager

Eaters LLC Since August 2015 to August 2017

Brand Name: 800 degrees

Designation: Assistant Restaurant manager

Green Park Hotel Ltd. Since February 2015 to July 2015

Brand Name: “AVASA

Designation: Banquet Sales Executive

SAVY Hospitality LLC. Since March 2013 to December 2014

Brand Name: Tamarind and Burger Gourmet

Designation: Assistant Restaurant Manager.

Company-Sewara Hospitality & Development since February 2008 to February 2013

Brand-Lodi-the Garden restaurant (New Delhi)

Designation: Senior Supervisor in Banquet Sales.

BJN Hospitality PVT Ltd since April 2007 to February 2008.

Brand Name: -Indijoe

Designation-F&B associate & Bar tender.

TAJ Hotel group & Resort PVT Ltd Since April 2005 to February 2007.

Brand Name: - Taj Banjara

Designation-Apprentice Trainee.

ACTIEVEMENTS

* Joined as a Trainee Supervisor and promoted to Assistant manager within 8 months.
* Completed APPRENTICE COURSE in Both F&B service and Production.
* Completed Bar Tending & mixology Certification.
* Awarded as a Best Supervisor for Achieving targeted Budget.
* Awarded Best Assistant Manager for successfully accomplished multiple (ODC) Outdoor Catering and Achieving Targeted Budget with high profitability.
* Completed Dubai Municipality BFHT with scores of 92%.

ACADEMIA

* I Completed 3 years of GDM (Graduate Diploma) in Hospitality management in 2012 from ISBM New Delhi, India.
* I have completed my 3 years BACHLOR OF ARTS IN English Honors in the year of 2006 From SVMSV College Odisha, India.
* I have completed my 2 years Intermediate in 2003 from SVMSV College Odisha, India.
* I have completed my higher secondary in 2001 from B.P High school Odisha, India.

IT FORTE

* Proficient in MS-Excel Word and PowerPoint.

PERSONAL DOSSIER

Date of Birth : 14th november1986

Linguistic Proficiency : Hindi, English,Odiya and Bengali

Marital Status : Single

Nationality : Indian

Visa Status: : Employee visa

DECLARATION:

I hereby declare that the above cited information is

True to the best of my knowledge and belief, if I given a chance, I can prove myself.

Sangram