CURRICULUM VITAE



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### *Summary*

###  23yrs experience in Food and beverage management, working for major international hotel chains, restaurants, malls and cruise line. An experienced host and hands on manager. Is personally involved in rallying staff, serving guests and ensuring smooth functioning of the outlets. A pro-active self starter who has the ability to drive profitable growth through enterprising initiatives.

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***Skills* Management Catering Personal**

People management Hospitality Well Presented

 Events management Food Hygiene Communication skills

 Conflict management Customer service Organising

 Staff scheduling HACCP Passionate About food

 Setting targets Menu Planning Problem solving

 Auditing Knowledge of wines Enthusiasm

 Setting budgets 5 Star Hotel experience Ambitious

 Staff recruitment Marketing & Advertising Role model

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***Career***

####  EIRADAH HOSPITALITY DELHI.

#### Jan 2019 –August 2019 Operations Manager (HEAD OPS)

 A KSA based company starting their operations in Arabic QSR format PAN-INDIA.

* Involved in the entire **START-UP** of the company.
* Incorporation of the company
* Office and BASE KITCHEN leasing.
* Developing BUSINESS PLAN for the upcoming start-up.
* Obtaining required Licenses and Permits (FSSAI and MCD TRADE LICENSE)
* Obtaining and registering for PAN,GST,TRADEMARK, etc.
* Website development and brand awareness.
* Hiring manpower as and when required.
* Developing SOPs and JDs for all equipments, flow of work and staff hierarchy in the organization.
* Arranging suppliers, vendors and a robust POS for the restaurant.

#### ROYAL ORCHID HOSPITALITY GROUP DUBAI, UAE.

#### November 2013 –October 2018 Operations Manager

 Taking ownership (Direct responsibility) of 03 brands:

 1.**Soy Restaurant** (ChineseCuisine) 2.**Curry Culture**(Indian Cuisine) 3.**Royal Orchid** (Thai Cuisine) at IBN BATTUTA MALL.

* Being highly visible and the face of the business
* Planning and forecasting for all ODC events.
* Manage the restaurant P&L to optimize profits.
* Devising new ways and means to increase outlet revenues.
* Establishing guest service standards which meet the needs of the target market.
* Training, supervision of the employees and ensuring they have the necessary skills to

perform their duties with the maximum efficiency.

* Active involvement in customer recognition programs.
* Ensuring controlled breakage, spoilage and wastage.
* Responding to changes in the departmental function as dictated by industry and company.

####  PACIFIC MALL TAGORE GARDEN

####  August 2012 –November 2013 Food & Beverage Manager

* P&L Accountability
* Sales / Retail Operations
* Operations
* Customer Relationship
* Team Management
* Additional responsibility of operating 94 cover restaurant-**DELHI DINER** serving north-west frontier cuisine.

###  FORTUNE SELECT EXCALIBUR SOHNA ROAD, GURGAON

###  January 2012 – August 2012 Multi-Restaurant Manager

* Spearheading efforts to accomplish corporate objectives of Fortune Select Excalibur, Gurgaon as Multi Restaurant Manager handling a operations namely- Bar Nostradamus (35 covers), Earthen Oven(72 covers) and Oriental Pavilion(62 covers).

#### PUNJAB GRILL BY JIGGS KALRA AMBIENCE MALL,GURGAON

#### April 2010-December2011. Restaurant Manager

* Developing Standard Operating Procedure for service
* Planning of the menu and preparing budget of the restaurant
* Standardizing standards .Specification of the menu, Staff training.

#### THE PARK KOLKATA

**October 2007 – March 2010 Restaurant/Banquet Manager**

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* Planned and forecasted the expected revenue for Banquet based on detailed study of factors affecting Business, market research and analysis of past trends.
* Producing detailed proposals for events(eg. timelines, venues, suppliers, legal obligations, staffing and budgets.)
* Post-event evaluation(post P&L, guest feedbacks).

 **ROYAL CARIBBEAN INTERNATIONAL (CRUISE LINES)**

####  March 2006 onwards Asst. Manager

* Responsible for the smooth functioning of WINDJAMMER ,a Self service buffet restaurant which has a high volume turnover of approx.2000 guests during each meal period.
* Additional responsibility of Sea-view Café (45 cover Restaurant) and Solarium Café.
* Assist the dining room manager in training and adherence by all employees
* Training of staff for total guest satisfaction and attainment of company goals and standards.
* Ensuring USPH (United States Public Health) standards for the well beingof guests and crew.
* Liaison with other departments for the smooth functioning of the outlet.
* Ensuring high quality services with optimum resource utilization, resulting in guest satisfaction.
* Scheduling of shifts, training, counseling, grooming subordinates for higher positions through their performance evaluation& motivation.
* Ensuring profitability of operations and compliance with quality, safety & hygiene standards.

####  Feb2000 – March 2006

* Worked at various levels from asst waiter, waiter, windjammer supervisor.

###  PARK ROYAL(THE EROS HOTEL) NEW DELHI

###  Nov’1996 – June 2000 Captain

* During the tenure had the opportunity to supervise BLOOMS ( 114cover Coffee

Shop),EMPRESS OF CHINA (90 cover Chinese Speciality Restaurant),BANQUETS

and ROOM SERVICE (215 ROOMS).

 HYATT REGENCY NEW DELHI

 May’1995 – Nov’1996 Waiter

# Actively involved in the operation of the restaurant.

* Experienced the opportunity of being a team member in various food promotions and festivals held in the restaurant.

 **PROFESSIONAL & EDUCATIONAL QUALIFICATION**

* Three years Diploma in Hotel Management from Institute of Hotel Management Catering Technology & Applied Nutrition from Taratola, Kolkata in 1995.
* Passed ICSE Exam in 1990 from DON BOSCO, ParkCircus, Kolkata with 80% marks.
* Passed ISCE (10+2) Examination in 1992 from DON BOSCO, ParkCircus, Kolkata (Computer Stream) with 67.6% marks.

**Date : KAUSHIK DAS**