 **Anirban Dasgupta**

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Father’s Name: Arun kr.Dasgupta.D.O.B:10.10.1980

**F&B SUPERVISOR/HOSPITALITY MANAGEMENT PROFESSIONAL**

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| --- | --- |
| **EXPERTISE**  **Hospitality Management**  **Food & Beverages**  **Hotel Operations**  **Storage & Operations**  **Guest Relations**  **Cost Control**  **Quality Management**  **Health & Hygiene**  **Administration**  **Operations Management**  **Training & Development**  **Relationship Management**  **Business Development** | **PROFILE**   * **A competent, diligent & result oriented professional, offering over 16+ years of exposure across Hotel Operations, Hospitality Management, food & beverages, quality assurance, supervision/control and team management** * **Currently working as F&B Executive at Pride Plaza Hotel, Kolkata.** * **Strong credentials in streamlining operations while serving as a catalyst for growth & expansion, quickly restoring forward momentum and generating revenue** * **Keen business acumen in analyzing and understanding business requirements, customer-value maximization and develop new business and revenue streams** * **Expertise in leading the efforts for finalizing various menus along with pricing for restaurants, banquets etc.** * **Customer focused, successful in building relationships with key decision makers, seizing control of critical problem areas and delivering on customer commitments** * **Highly adept at multi-tasking on several projects, resolving conflicts, mentoring team members and possess excellent decision making ability** * **Proven professional competencies in mobilizing and judiciously managing resources with structured inputs in the domains of planning, scheduling, delivery and monitoring** * **Enriched with the latest trends and techniques and a wide range of skill in quality initiatives, technology, critical thinking, problem analysis and resolution** |

**PROFESSIONAL EXPERIENCE**

**Pride Plaza Hotel (Kolkata) From 24th JAN 2018**

**F&B Executive**

* **Maintain C.G.S of the restaurant.**
* Analysis daily sale .A.P.C. of the outlet to achieve budget.
* Train the staff to make team building (menu knowledge.
* Guest feedback analysis, Courtesy call to regular guest.
* Assist f&b manager to launch food festival, online sale promotion.

**HOTEL OXYGEN(O2),KAIKHALI,KOLKATA From 2nd NOV 2016-4th Jan 2018**

**F&B Executive**

* **Managing restaurant as well as bar with entire responsibility.**
* **Handling guest complain with proper documentation.**
* **Assist f&b manager with food promotion,menu planning etc**

**HOTEL POLOTOWER, SHILLONG,MEGHALAYA**

**F&B Executive From 5th MARCH 2015-10th OCT 2016**

* **Managing Room service, Restaurant with proper S.O.P.**
* **Train subordinate staff with proper knowledge regarding service.**
* **Update guest profile, Make glitch report, courtesy call.**

**VEDIC VILLAGE**

**1st JUNE 2013-18thJAN 2015**

**Captain**

* Administering and managing entire gamut of operations ensuring smooth run of all operational activities
* Executing standard Food & Beverage operations to embellish service as per benchmarks and setting-up system & procedures for the F&B department while implementing measures for cost control to enhance profitability
* Handling the entire spectrum of business operations, encompassing conceptualizing, planning, implementing and monitoring of business strategies and food & beverages
* Improving menu selection, introducing professional service delivery and provided operations expertise to enhance client relations
* Systematizing and controlling the complete beverage inventory while managing the orders and sales as well as handling of distribution
* Managing proactive customer relations, planning and executing the operations to ensure quality service, monitoring guest requests, complains & feedbacks and target to achieve 100 % Guest Satisfaction
* Interfacing with clients to ensure fulfilment of agreed SLA service delivery standards, handing their travel requirements and provide them with the best possible solution

**PEERLESS INN, KOLKATA 1st FEB 2012 To 4th MAY 2013**

**Captain**

* Maintained high service standards & practices and exercising quality control in all areas of the restaurant
* Ensured client’s issues are promptly addressed; provide resolution in a timely & professional manner
* Interacted with the management, team and associates to facilitate smooth communication to understand and deliver customer service as per customer requirements
* Strived to put across the brand message effectively by planning & carrying out the right brand communiqué
* Provided training, evaluating and scheduling the staff as per the requirement and specifications

**THE RADISSON HOTEL, VARANASI 2nd AUG 2010-13th JAN 2012**

**Captain**

* Conducted competitor analysis to get a fair idea of the latest market trends & the competitor moves ahead to achieve higher market share
* Thinking up & putting into practice innovative business strategies to improve the awareness and ensure enhanced restaurant visibility
* Geared the activities to plan, organize and managed internal procedures and resources to ensure maximum productivity
* Efficiently established healthy business relations with clients & external associates for securing repeat business & long term customer loyalty
* Maintained a daily housekeeping program including storage and operational areas and colleague appearance and accountable for shift supervisory duties on a regular basis.
* Successfully completed CARLSON Branded internal customer oriented training programme ‘YES I CAN’

**ITC FORTUNE GALAXY HOTEL, VAPI & GUJRAT 10th OCT 2009-28th JUL 2010**

**Trainee Captain**

* Responsible for overseeing overall restaurant/hotel inventory, keeping control on cost & expenses by making optimum utilization of resources& time to ensure profitability
* Ensured adherence to quality parameters. Ensure consistency in quality of dishes at all times and manage customer relations
* Interacted with the customers to understand their requirements and assisting them for the required service in order to build customer relationships for long term brand loyalty
* Prepared reports and maintained proper documentation as well as handled customer queries, concerns and feedbacks

**PARK HOTEL, KOLKATA 27th JULY 2007 27thJUN 2009**

**F&B Assistant**

* Monitored the delivery standards and measurement of guest service consistent with the service standards and brand attributes
* Responsible for all area of the food & Beverages operations, ensuring all customers are offered with outstanding service, ensure kitchen, restaurant, and bar operations are opened and closed according to policy

**TAJ RESIDENCY UMMED, AHMEDABAD 4th NOV 2003-11th FEB 2007**

**Steward - F&B Service Department**

* Assisted in menu planning, development and meal specials ensuring all kitchens and eating areas are organized and maintain a high level of cleanliness and provided leadership and guidance to all team members
* Ensure proper cash management controls are followed by all food & beverage staff members, as per policy
* Responsible for ordering supplies, and inventory control and establishing relationship with suppliers ensuring the business receives competitive terms and for food hygiene, and health and safety issues
* Constantly monitoring day-to-day operations at micro level, maintaining daily checklists and executing the tasks assigned in accordance with organizational standards

**EDUCATION/ CERTIFICATIONS**

**Diploma in Hotel Management,**NIPS School of Hotel Management, Kolkata, West Bengal 2000-2003 **Technical Skills:** MS Office Suite (Outlook, Word, PowerPoint) and Internet Applications,Acoounting, stock inventory etc.

**TRAININGS**

* Completed Six Months Training Programme on International Travel & Tourism, Designed by IATA/ UFTAA,Vista C Concord, School of Airlines & Travel Studies Training Centre
* Six months Industrial Training at Hotel Revival in Baroda, Gujarat in all four major Departments, having full exposure in the Technicalities and Procedural Formalities of a first class International Hotel

**Languages known:**English, Hindi and Bengali **References:** Available on request

Declaration

I herby declare that the above mentioned information is correct up to my knowledge. I bear the responsibility for the correctness of the above mentioned particulars.

Date:

Place: Kolkata ANIRBAN DASGUPTA