**Curriculum vitae**

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**BIPLAB MANDAL PERSONAL DATA**

**FATHER NAME: SUBAL MANDAL AT-TALGORA,RANIBANDH,**

**BANKURA,**

**WEST BENGAL**

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**Mobile: +91 9108920165,**

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| **Seeking Manager assignments in F & B Operations with a reputed organization.** |

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| **SYNOPSIS** |

* A result oriented professional with13years & 03 month of exposure in Food & Beverage Management.
* Expertise in handling a diverse range of operations entailing F&B operations. Service, standards and operational policies.

**Responsibilities**

* Working with standards of quality, service, safety and profits, implementing goals, policies and procedures.
* Ensure guest satisfaction by assisting them at every stage.
* Co-coordinating the day to day operations with supervisor and feedback letters are sent to guests.
* Up selling unique dining experience which results in Customer’s delight?
* Awarded for the hard works and effort put in banquets.
* Making appropriate suggestions and directing them to the Head of the Department.
* Preparing the new menu for season to season and creating the special menu like festival, sports, traditional according to season.
* Train the Trainer Certified.
* Completed firefighting course
* First aid & ambulance courseexcellent communication, inter personal, liaison and problem solving skills with the ability to work inmulti-culturalenvironment.

**Operations**

* Responsible for smooth operation of the Food & Beverage Service Department
* Staff manning (payroll, training, team work, etc.)
* Continuous training on up selling and Suggestive selling.
* Make a nice idea and advise to whole team to growth the business.
* Currently I taking care the responsibility as Food & Beverages Manager With Shambhala Hotel Group, Java Rain Resort, Chikmagalur.

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| **Client Relationship Management**   * Provide high quality services, resulting in customer delight and optimum resource utilization for maximum service quality. * Ensuring maximum customer satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly. * Up selling unique dinning to the liable customers. * Make a nice relation with high profile guest for future business growth for company. |
| |  | | --- | |  | | **People Management/Training**   * **Attended training sessions for F & B service for smooth flow of operations.** * **Handling operational functions like setting up the new restaurant, etc.** * **Attended practical and theoretical training programs, to enhance skills and motivational levels.**  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  | | **WORK EXPERIENCE** |  | |  | |  |  |  | | **Duration** | | | **Name Of The Company** | **Designation And Job Profile** | | **From** | | **To** |  | | | **2008- March** | | **2008, August** | **ITC Fortune, Thirupati, Andhra Pradesh.** | **Industrial Training In Food And Beverage Service Department.** | | **2008, October** | | **2009, November** | **The Clark, Khajuraho,** | **Hotel Operation Trainee** | | **MADHYAPRADESH** | **(FOOD AND BEVERAGES SERVICE)** | | **2010 ,February** | | **2012, August** | **The Leela, Kovalam** | | **Guest Service Associate** | | **CONTROLLED ROOM SERVICE** | | **2012, August** | | **2013, August** | **The ZuriKumarokam** | **Tr. Supervisor** | | **(FOOD AND BEVERAGES SERVICE)** | | **2013, August** | | **2015, March** | **Turtle On The Beach, Kovalam** | **Captain** | | **((FOOD AND BEVERAGES SERVICE)** | |  | | **2015, March** | | **2016, February** | **Club Mahindra** | **Food And Beverages Supervisor** | | **POOVAR, KERALA** | **WHOLE F &B** | | **2016, February** | | **2018, August** | **Estuary Island,** | **Restaurant Manager** | |  | |  | **POOVAR** | **(WHOLE FOOD AND BEVERAGES)** | | **2018, September** | | **2019,june** | **Java Rain Resorts, Chikmangluru** | **Asst.FnB Manager** | | **(WHOLE FOOD AND BEVERAGES)** | | **2019,june** | | **11th Sept. 2021** | **Java Rain Resorts,** | **F & B Manager** | |  | |  | **Chikmangluru** | **(WHOLE FOOD AND BEVERAGES)** | | | |  |   **QUALIFICATIAON**  **Completed**  **B.SC IN HOTEL MANAGENT**  **GLOBAL GROUP OF INSITITIONS, HALDIA, WEST BENGAL IN 2011-2012, AFFILATED BY PUNJUB TECHNICAL UNIVERSITY.** |   **PERSONAL INFORMATION**  **NAME : BIPLAB MANDAL**  **MAILING ADDRESS : TALGORA,RANIBANDH,BANKURA,WEST BENGAL,PIN-722148 FATHER NAME : SUBAL MANDAL**  **PHONE (Resi) :+91-03243316322**  **MOBILE :9496656714/9108920165**  **EMAIL ID :biplab2gopi@gmail.com**  **DATE OF BIRTH :2ND JUNE,1986**  **MARITAL STATUS : MARRIED**  **I hereby declare that the above information and facts are to the best of my Knowledge and belief.**  **Place : chikmamangalur**  **Date : 12.09.2021**  **(BIPLAB MANDAL)**   |  | | --- | |  | |
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