

Debdeep Chakraborty

***Career Objective***

To work in the Hospitality & Tourism Industry and develop skills and expertise in Hotels of International / National repute which can ensure revenue growth for the Organisation.

***Professional Experience***

# Narayani Heights ( managed by Nile Hospitality)

**Designation :- Asst. F&B Manager March 2020 - September 2020 Work profile :-**

* Ensuring quality service for all the VIP and other Guests as per the Co. standards.
* Interacting with the higher management regarding budget plans and revenue growth.
* Utilising quality service to maximize guests’ satisfaction and optimize revenues.
* Implimenting creativity for Guest entertainment.

Conducting regular briefings in order to check the proper grooming and hygiene standards among the entire staff member as well as discussing about standard service plans.

* Maintaining Outlet records.
* Ensuring the best of the comforts and services to all the Guests throughout their stay.
* Maintainig food cost.
* Maintaining man management process.
* Maintaining the IDS software regarding Outlet billing procedure.
* Conducting training sessions for the team to be updated with the sevice standards.
* Catering to all sorts of Guests including FIT, Walk ins, Corporate Groups.

handling Guests complains with an immediate solution.

* Performing as a overall In charge for Speciality Restaurant, IDR & Coffee Shop ( All Day Dining regading Operations and administration.
* Maintaining pest control activities

# Secret Kitchen ( A multi cuisine vegetarian saga, Vadodara & , Ahmedabad, Gujarat)

**Designation :- Operations Head**

# Nov 2017 – February 2020 Work profile :-

* Establishes restaurant business plan by surveying restaurant demand; conferring with people in the community; identifying and evaluating competitors; preparing financial, marketing, and sales projections, analyses, and estimates.
* Meets restaurant financial objectives by developing financing; establishing banking relationships; preparing strategic and annual forecasts and budgets; analyzing variances; initiating corrective actions; establishing and monitoring financial controls; developing and implementing strategies to increase average meal checks.
* Controls purchases and inventory by meeting with account manager; negotiating prices and contracts; developing preferred supplier lists; reviewing and evaluating usage reports; analyzing variances; taking corrective actions.
* Maintains operations by preparing policies and standard operating procedures; implementing production, productivity, quality, and patron-service standards; determining and implementing system improvements.
* Maintains patron satisfaction by monitoring, evaluating, and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred patrons.
* Accomplishes restaurant and bar human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining management staff; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions
* Maintains safe, secure, and healthy facility environment by establishing, following, and enforcing sanitation standards and procedures; complying with health and legal regulations; maintaining security systems.
* Accomplishes company goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

## Leonia Holistic Destination ( 5\* Resort) ( Hyderabad)

**Designation : Asst.F&B Manager Feb 2015 - Oct 2017**

## Work Profile :

* 1. Managing all F&B Outlets and day to day operations within budgets and to the highest standard
  2. Ensuring excellent levels of internal & external Guest service.
  3. Leading F&B team by attracting, recruiting, training and appraising talented professionals.
  4. Establishing targets, schedules , policies and procedure for F&B Service Dept.
  5. Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork.
  6. Comply with all health and safety regulations.
  7. Report on Management regarding sales results and productivity.

## Radisson Blu Resort & Spa ( Alibaug Maharashtra)

**Designation:- Banquet Manager July 2012- Dec 2014**

## Work Profile :

* Ensuring revenue growth for Banquets.
* Meeting with Guest satisfactions ensuring a continuous process of quality service.
* Interacting with the higher management to draw up plans regarding budget and revenue growth.
* Maintaining various checklists for day to day operations of Banquets & Restaurants.
* Following up with the consignments of Guests to make a proactive service.
* Helping in the personal development of the team members of various units.
* Conducting motivational trainings for the team members to upkeep the service as per international Standards

Strategising sales promotions through various schemes.

## Taj Lake Palace ( Taj Hotels , Resort & Palaces , Udaipur, Rajasthan)

**Designation: Asst Restaurant Manager June 2009 - June 2012**

## Work Profile:

* Ensuring quality service for all the VIP and other Guests as per the Taj standards.
* Interacting with the higher management regarding budget plans and revenue growth.
* Utilising Richey Standards to maximize guests’ satisfaction and optimize revenues.
* Conducting regular briefings in order to check the proper grooming and hygiene standards among the entire staff member as well as discussing about standard service plans.
* Maintaining Outlet records.
* Ensuring the best of the comforts and services to all the Guests throughout their stay.

## Rendezvous (A Restaurant Chain owned by Bahrain Cinema Co.) Manama, Kingdom of Bahrain

**Designation: Captain August 2007 - May 2009 Work Profile**:

* Making Guest PR.
* Interacting with the higher management regarding revenue growth plans.
* Standardising resources to maximize Guests’ satisfaction.
* Ensuring proper hygiene and grooming standards among the entire staff member conducting daily briefings to discuss service and guest profiles.
* Maintaining a continuous growth in revenue.

## The Park Hotel ( Apeejay Surendra Group) Kolkata, India

**Designation: Captain Dec 2005 - July 2007 Work Profile**:

* Provide professional service to meet up with Guest satisfactions.
* Responsible for supervising the ATRIUM (All Day Dining).
* Ensuring the proper upkeep of the Outlet.
* Responsible for proper staffing, maintaining qualities.

## Taj Bengal (Taj Hotels, Resorts & Palaces), Kolkata, India

**Designation: Guest Service Attendant Aug 2002 - Aug2005**

## Work Profile:

* Attending Guests and providing quality service to ensure repeat clientele in THE HUB (All Day Dining).
* Quality communication with the guests as per Richey International Benchmarking Standards to ensure the comfort of visiting and staying in the hotel.
* Achieving Guest satisfaction goals and targets.

## Lake Land Country Club Kolkata, India

**Designation: Guest Service Attendant Year 2001 - Year 2002**

Awards

* Selected as STAR OF THE WEEK in Taj Lake Palace Hotel ( Udaipur)
* Certified as BRAVO In Radisson Blu Resort & Spa ( Alibaug).

ACADEMIC DETAILS

**Diploma in Hotel Management** – 1998-2001- National Institute of Hotel Management, Kolkata, India

**Intermediate**–1993-1995 - W.B.C.H.S.E. Board, Kolkata, India

**School Board**-1993- W.B.B.S.E. Board, Kolkata, India

Professional Skills

* Having the knowledge of hotel operations and procedures
* Motivating and building high performing teams
* Have the flair of Influencing others to achieve goals and get things done
* Capable of managing large teams

Other Interests

Music, Travelling and Books

PERSONAL DETAILS

Date of Birth: 29th December, 1975

Marital Status: Single

Sex: Male

Language known: English, Bengali, Hindi, Arabic ( beginners level)

Nationality: Indian

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