**TOP MANAGEMENT PROFESSIONAL**

**GAUTAM SACHDEVA**

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**F&B Operations - P&L Management - Sales & Marketing**

***AnaccomplishedprofessionalwithadynamiccareerinProfitCentreOperations, Business Development & Expansion, Channel & Distribution Management, Product Promotion and Launches across Hotels & Restaurants sector***

***Demonstrated record of achievement in conceiving & implementing ideas that have   
fueled market presence and driven revenue***

**Industry Preference: Hospitality Location Preference: ANY**

**Soft Skills**

**Diploma in Hotel Management and   
Catering Technology from Oriental   
School of Hotel Management and   
Hospitality Management from   
Educational Institute of the   
American Hotel and Lodging   
Association (2002 -2005)**



**DIPLOMA IN HOTEL MANAGEMENT WITH 70 % MARKS**

**MS Office & Internet Applications**

**Date of Birth: 01 / 03/84   
Address: HOUSE 572 SECTOR 9A   
GURGAON   
Languages Known: English& Hindi**

**PERSONAL DOSSIER**



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| **IT SKILLS** |  |

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**Aresult-orientedprofessionalofferingnearly1 6 years of a successful career with diverse roles distinguished by commended performance in:**

* **Spearheading the entire functions related to F&B sales& marketing, business development, operations management, customer relationship management, facility management, restaurant &people   
  management**
* **Conceptualizing & implementing marketing strategies to enhance placement**

**of the organization in the market**

* **Ensuring maximum brand visibility and captureoptimum marketshares Offering a tradition of performance excellence, reversing distressed operations, enhancing visibility in market place generating high value profits**

**Proven ability in delivering value-added customer service and achieving customer delight by providing customized products as per requirements**

**Proficient in menu planning, operations management & maintenance of a hygienic environment**

**Possess excellent interpersonal skillswith the ability to work in a multi -cultural environment comprising of different nationalities**

**Recognized for outstanding organizational skills, creativity, artistic display, public relations and an ability to consistently exceed guest expectation**

**Excellence in designing sales budget, forecasts and business plan for driving revenues and accomplishing corporate goals and revenue targets Accomplished, ambitious and dedicated professional with expertise in providing counseling, training /development, instruction and consulting**

**F & B Operations**

1. Reorganizing & controlling food / beverages cost, accountable for financial budgeting, forecasting,

inventory control, MIS, finalizing P & L account of the department

1. Undertaking kitchen planning & layout of cooking area, wash up and waste disposal management, employee facilities design planning and work-flow patterns
2. Refurbishing & upgrading the Dining Area and **F&B** outlets to match the needs of a business clientele as well as retaining the goodwill of regular guests

**Guest Relations Management**

1. Supervising customer service operations for rendering and achieving quality services; providing first

line customer support by answering queries & resolving their issues

1. Overseeing thatall the requirements of clients aremet on time& ensuring that high quality services are provided to attain high customer satisfaction
2. Handling regular guests, evaluating guest comments, relating them to the quality chart ship wide and making necessary changes

**Facilities Management**

1. Performing regular/physical checkfor inventories of food & bar supplies, assessing

projected needs and ordering food & bar supplies for daily operations

1. Inspecting the public areas, rooms and the entire hotel premises for its up-keep and maintenance

**Customer Relationship Management**

**Recipient of Alumni Letter   
Hotel and Lodging Association**

1. Ensuring customer satisfaction by achieving delivery of service

quality norms by interacting with clients, handle guests requests & resolving complaints

1. Executing policies & procedures in the operating systems to achieve greater customer delight
2. Delivering high-value restaurant services to upscale clients for exalting their satisfaction levels

**Man Management**

1. Selecting staff (Crew & Hostess), handling analytical

performance of the staff, conducting classes, maintaining highest possible standards for catering / allied services & undertaking periodic review of the staff

1. Handling the development and administration of performance management programmes in the organization, including periodic performance reviews and appraisals for all staff members
2. Conducting daily briefing, training programmes, supervising the maintenance of service equipment's & being a part of the employee engagement and customer satisfaction service

**October 2020 to April 2021 Le Roi ± Udaipur (A Unit of Le Roi Group Of Hotels) FOOD & BEVERAGE MANAGER**

1. **Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards**
2. **Preserve excellent levels of internal and external customer service**
3. **Design exceptional menus, purchase goods and continuously make necessary improvements**
4. **Identify customers needs and respond proactively to all of their concerns**
5. **Lead F&B team by attracting, recruiting, training and appraising talented personnel**
6. **Establish targets, KPI's, schedules, policies and procedures**
7. **Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork**
8. **Comply with all health and safety regulations**

**October 2019 to till August 2020 Reve- French Bistro (A Unit of Licorne Hospitality Private Ltd) RESTRAUNT GENERAL MANAGER**

1. **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.**
2. **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.**
3. **Attracts patrons by developing and implementing marketing, advertising, public and community relations programs; evaluating program results; identifying and tracking changing demands.**
4. **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.**
5. **Maintains operations by preparing policies and standard operating procedures; implementing production, productivity, quality, and patron-service standards; determining and implementing system improvements.**
6. **Maintains patron satisfaction by monitoring, evaluating, and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred patrons.**
7. **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; planning and reviewing compensation actions; enforcing policies and procedures.**
8. **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.**
9. **Maintains professional and technical knowledge by tracking emerging trends in the restaurant industry; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.**
10. **Accomplishes company goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments**

**July 2016 to June 2018 Kudu Restaurant (A Unit of Al Shamil Hospitality Private Ltd Saudi Arab) STORE MANAGER**

**PRIMARY DUTIES AND RESPONSIBILITIES:-**

1. **Responsible for the administration, sale and service.**
2. **Responsible for guiding all personnel assigned in the outlet in the performance of their duties and responsibilities.**
3. **Responsible for directing all efforts in service standards in order to achieve the financial goals of the outlet.**
4. **Responsible for maintaining the hygiene standards in the outlet.**
5. **Responsible for providing functional assistance to the staff during peak periods.**
6. **Responsible for scheduling sufficient manpower in the outlet to suit volume of business.**

**ADMINISTRATIVE RESPONSIBILITIES**

1. **Checks and ensures the timely submission of sales report at the end of each shift.**
2. **Conducts daily briefing and de-briefing and weekly meeting for all service staff in the outlet.**
3. **Reads and understands the monthly Profit and Loss Report, and monitors controllable costs through these reports.**
4. **Participates in the annual goal setting for the outlet, the business plan and marketing plan.**
5. **Recommends corrective actions for unfavorable variances in budget commitments.**
6. **Prepares effective duty roster to ensure sufficiency of manpower in accordance to volume of business.**
7. **Establishes two-way communications with related departments such as Kitchen, Accounts, and Marketing.**
8. **Communicates effectively with guests, subordinates, and immediate superior.**
9. **Prepares daily cover count, itemized sale and revenue report for the outlet.**
10. **Attends daily F&B briefing, weekly F&B Meeting and all other training sessions and meetings required for the position.**
11. **Manages time effectively, by meeting deadlines on time.**
12. **Administers personnel action, on leaves, overtime requests, disciplinary actions and commendations.**
13. **Identifies and solves problems in the outlet in a professional manner.**
14. **Attends and solves guest complaints in the outlet ensuring a satisfactory resolution.**
15. **Assists the F&B Cost Controller in conducting month end inventory of food supplies, beverage supplies, operating supplies, and operating equipment.**
16. **Prosecute the planned and recommends new promotions to increase outlet's revenue & reputation**

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| **Oct 2015 to June 2016 Maple Resort (A Unit of BMRV Hospitality Private Ltd)**  **RESORT MANAGER** |

**Highlights:**

1. **Meeting Resort operational budget on monthly basis with the help of entire resort team.**
2. **Over viewing Sales team in regards to daily guest movement.**
3. **Making tie ups with new travel portals and with various travel companies with the help of sales team.**
4. **Over all responsible for upkeep of entire resort.**
5. **Over viewing daily activities of restaurant operations, kitchen control.**

**Keeping a track of guest feed backs on all the travel portals.**

1. **Responsible for the brand name of resort.**
2. **Meeting all guest personally and making sure that they leave with pleasant and memorable experience.**
3. **Up selling of resort thru social media and various travel portals.**

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| **Since Apr 2013 to July 2015 Gypsy Chinese Restaurant, Grand Excelsior Hotel Bur Dubai**  **Restaurant Manager** |

**Highlights:**

1. **Achieved restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer- service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change**
2. **Publicizes the restaurant by designing and placing advertisements; inviting food editors to review the restaurant; contacting local, regional, and national magazines with feature ideas; encouraged local businesses to hold social events at the restaurant**
3. **Enhanced department and organization reputation by accepting ownership for accomplishing new and different requests; explored opportunities to add value to job accomplishments.**
4. **Augmented revenue by 30% and market share through the implementation of various strategies**

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| **PREVIOUS EXPERIENCE** |  |

**Southern Fried Chicken Assistant Restaurant Manager**

**DoubleDecker Asst. Restaurant Manager**

**Punjab Grill Restaurant Asst. Restaurant Manager**

*(An award winning fine dine Indian restaurant) A Unit by Mr. Jiggs Kalra)*

**Grape Restaurant, Parkland Hotel, Delhi Assistant Restaurant Manager**

**Sainte Anne Resort and Spa, Seychelles Food and Beverage Executive**