

CURRICULUM-VITAE

HIMANSHU ARORA

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Current Job Profile

Operations Manager –KITCHEN CLICKS

Food and Beverage Professional

An F&B Service professional with around 9 years of experience, and a hardcore operational guy with excellent track record, wants to obtain a good position in a dynamic work environment That will allow me to utilize my education, interpersonal skills, and experience, where I can enjoy excellent opportunity for professional growth based on performance. And at the same time to learn and share my knowledge from my previous experiences.

Work Experience

- ❖ Operations Manager: Kitchen Clicks
- ❖ Restaurant Manager : The Reader's Cafe
- ❖ Assistant Restaurant Manager :Rivaaz café & Dinning
- ❖ Hotel Country Inn & Suites:Captain, Senior Steward,Steward ,Assistant Steward
Sahibabad, Delhi NCR

Detailed Experience

Operation Manager & Business Development
Kitchen Clicks
D-Mall-Indriapuram

7 April 2019 To Till Date

Principal Accountabilities.

- ❖ Organizing and implementing local restaurant marketing promotions to increase restaurant sale.
- ❖ Train Staff and Develop Shift Manager Through Orientations, ongoing Feedbacks, Performance Expectations and Conducting Performance Review.
- ❖ Responsible for effective management schedules and ensuring that all stores are properly staffed for all day parts and sale volume.
- ❖ Manage store's /café' P&L to optimize manageable Profit,control cost, Breakage,
- ❖ Spoilage, lab our and Controllable expense.
- ❖ Excise good judgment in decision-Making and Report issues to the director.
- ❖ Perform other duties and responsibility as required by director.
- ❖ Oversee and manage all areas of various stores and make final decisions on matters of importance.
- ❖ Carry out market research, competition and customer surveys every quarter.
- ❖ Plan and carry out direct marketing activities to agreed budgets,sale

volumes, value product mix and time scales.

**Restaurant Manager
The Reader's Café
Indriapuram Habitat Center**

10 July 2017 To 31 March 2019

Principal Accountabilities

- ❖ Recruiting, Training and Supervising staff
 - ❖ Agreeing and Managing budgets
 - ❖ Planning Menus
 - ❖ Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
 - ❖ Promoting and marketing the business
 - ❖ Overseeing stock levels
 - ❖ Ordering supplies
 - ❖ Producing staff rosters.
 - ❖ Handling customer enquiries and complaints
 - ❖ Taking Reservations
 - ❖ Greeting and advising customers
 - ❖ Problem solving
 - ❖ Preparing and presenting staffing/sales reports
 - ❖ Keeping statistical and financial records
 - ❖ Assessing and improving profitability
 - ❖ Setting targets
 - ❖ Handling administration and paperwork
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- ❖ Liaising with customers, employees, suppliers, licensing authorities and sales representatives
 - ❖ Making improvements to the running of the business and developing the restaurant.

**Assistant Restaurant Manager
Rivaaz Café & Dining
Vaishali Sector-4**

7 Oct 2016 to 30 June 2017

Principal accountabilities

- ❖ Recruiting, training and supervising staff.
- ❖ Agreeing and managing budgets.
- ❖ Planning Menus.
- ❖ Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
- ❖ Promoting and marketing the business.
- ❖ Overseeing stock levels.
- ❖ Ordering supplies.

❖ **Producing staff Rota's.**

**Food & Beverage Captain,
Hotel-Country inn & Suites
216 Rooms, 5 star Hotel**

1 Oct 2015 to 30 Sept 2016

Principal Accountabilities

- ❖ Taking order with suggestive selling & up-selling of high priced items & dishes.
 - ❖ Interaction with guest & gaining customer delight through proper service & verbal interaction.
 - ❖ Kept track on guest preference through maintaining guest history card.
 - ❖ Responsible for inventory, requisition And month end inventory of crockery, cutlery, glassware & silverware.
 - ❖ Affluent in Touché &IDS System of hotel software.
 - ❖ Took a charge of point of sale and functioned as cashier of the shift
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**Team Leader/Senior Steward
Hotel-Country inn & Suites
216 Rooms, 5 Star Hotel**

1 Oct 2014 to 30 Sept 2015

Principal Accountabilities:

Team Leader

- ❖ Assisted manager in daily operations had liaised with staff, management and clientele at all levels.
- ❖ Food and Beverage operations front and back of house and assisting outlet Manager in all day to day activities.
- ❖ Set staff work schedules, oversees staff training and monitors staff performance.
- ❖ Maintains Guest History Card and update them and invite Guest as per the special occasion and keeping them informed about the Promotions in the Department.
- ❖ Provide the Best Customer service to Guest during their meal experience and checking for their satisfaction and comfort.
- ❖ Responsible for smooth functioning of the restaurant by allocating staff as and when required.

**Steward /Bartender
Hotel-Country inn & Suites
216 Rooms, 5 Star Hotel**

1 Oct To 30 Sept 2014

- ❖ Handled cocktails/Mocktailspreparations, wineservice, guest complaints & guest orders.
- ❖ Worked at the one of the most happening Bar- 3B's
- ❖ Assisted Supervisor in everyday food and beverage operations, which included, order taking, service, billing etc.

Assistant Steward 1 May -2012 To 1 Oct -2013
Hotel-Country inn & Suites
216 Rooms, 5 Star Hotel
Detailed Description of duties:

Assisted Supervisor in everyday food and beverage operations, which included, order taking, service, billing etc.

On The Job Training Experience

Completed six months Industrial Training from **THE GRAND, NEW DELHI.**
(March 2011 till September 2011)

Educational qualifications

Professional

- ❖ Completed 3 years degree in Hotel Management Catering & Applied Nutrition. From Punjab Technical University in year 2012.

Academic

- ❖ Completed 12th with Arts from C.B.S.E Board in 2009
 - ❖ Completed 10th from C.B.S.E Board.
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Personal Details:

Father's Name : Mr. Ramesh Arora

Residential Address : Sahibabad Ghaziabad.

Strength : Confidence patient & able to co- operates and handles
Different & difficult situations.

Hobbies : Playing Cricket

Language : Hindi and English

Date of Birth : 08th Feb 1990

I hereby declare that the information given above is true to the best of my knowledge and belief and if I get a chance, I would definitely contribute positively for the growth of the organization.

Date:
Place: New Delhi

Yours Sincerely,

