A Food & Beverage Manager with more than SEVENTEEN YEARS experience who is enthusiastic and hard working with a winning attitude and desire to deliver an exceptional dining experience.Focussed on setting high expectations and raising service standards. Savvy marketer with a track record of improving revenue, reducing turnover and

Rajkumar Sen

#Room No. 1, Devkinandan Apartment, Gawliwada, Lonavala,

Pune, Maharashtra

E-mail – senraj6C@gmail.com

Contact no. - 91- 7888033220 (Whatsapp No.) / 8767922518



increasing customer satisfaction.

**PROFESSIONAL EXPERIENCE**

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| Date of birth | 19th December 1974 |
| Sex | Male |
| Marital status | Married |
| Height | 157cms |
| Weight | 68kgs |
| Languages known | English, Hindi& Bengali |

**INTERESTS & HOBBIES**

Interacting with people

Appreciating music

**KEY SKILL AREAS**

|  |
| --- |
| Revenue Growth |
| Profit & Loss Accountability |
| Inventory & Cost Containment |
| Reversing negative operational trends |
| Strategic Planning & Implementation |
| Time Management |
| Team Building & Motivation |
| Coaching and Mentoring |
| Persuasive Communicator |
| Process Improvements |
| Regulatory Compliance |
| Resourceful problem Solving |

**STRENGTHS**

|  |  |
| --- | --- |
| Self starter | Stress Tolerant |
| Confident | Problem Solver |
| Positive | Attention to Detail |

**ACADEMIC QUALIFICATION**

|  |  |
| --- | --- |
| Three Year’s  Diploma in  Hospitality & Hotel Administration | Barclay Hotel  Management  College  (BHMC) |
| Bachelor’s Degree in Commerce (B.Com) | Under University of Calcutta |
| Matriculation | K.V. Fort William |

**ADDITIONAL SKILLS**

Basic handling of computers.

Working knowledge about MICROS POS,SHAWMAN& IDS

**REFERENCES**

Shall be made available on request

|  |  |  |
| --- | --- | --- |
| **ASSt. F & B MANAGER** | **RHYTHM LONAVALA** | **MAY ’18 to MARCH ‘19** |

*Job Description*

Oversees and manages all areas of the F & B outlets (includes Treehouse Café 24 X 7 coffee shop, Cedar Lounge Bar & all Banqueting Areas)

Ensures guest service meets company standards and customer satisfaction is maintained

Respond to customer complaints, taking appropriate action to solve the problem

Staff, train and develop floor managers and hourly employees through orientations, ongoing feedback and by conducting performance reviews

Closely monitor the safety of the restaurant guests and staff through execution of food safety and restaurant safety standards and guidelines

Lead all financial areas including sales growth, cost management, and profit growth. Have a good working knowledge of all equipment and efficiently takes care of preventative maintenance

|  |  |  |
| --- | --- | --- |
| **RESTAURANT MANAGER** | **AAMBY VALLEY CITY by SAHARA india** | **JULY’16 to APRIL’18& MAY’19 to PRESENT** |

*Job Description at current organization*

Oversees and manages all areas of the Town Plaza F & B outlets (includes golf bar cum restaurant, seven sports bar, thali restaurant, specialty restaurant, food court & ice cream parlour kiosk)

Ensures guest service meets company standards and customer satisfaction is maintained

Respond to customer complaints, taking appropriate action to solve the problem

Staff, train and develop floor managers and hourly employees through orientations, ongoing feedback and by conducting performance reviews

Closely monitor the safety of the restaurant guests and staff through execution of food safety and restaurant safety standards and guidelines

Lead all financial areas including sales growth, cost management, and profit growthHave a good working knowledge of all equipment and efficiently takes care of preventative maintenance

|  |  |  |
| --- | --- | --- |
| **BANQUET MANAGER** | **VEDIC VILLAGE SPA RESORT** | **JULY ’14 to MARCH ’16** |

Worked as Banquet Manager fortwo F&B outlets at The Vedic Village Spa Resort, Rajarhat Kolkata.

Hold sole responsibility for two F & B outlets namely:-

Banquets (Five conference halls at the Resort OM – I to OM – V with three open lawns & cricket ground)

THE CEREBRUM (Wedding Destination for Banquet social events/Corporate functions – two biggest pillar less ballroom in North-East of 8400 square feet area each with big pre-function in between& a big open lawn adjacent to one of the ballroom)

YAGNA (The All-day dining multi-cuisine restaurant with 90 covers)

|  |  |  |
| --- | --- | --- |
| **ASSISTANT MANAGER –**  **f & b** | **FORTUNE PARK PANCHWATI** | **MARCH ’12 to JUNE ’14** |

Worked as Asst. Mgr. – F & B in Fortune Park Panchwati, Howrah Kolkata (a member of ITC’s hotel group)

Responsible for “Zodiac” the coffee shop at lobby level/In-room dining/6000 sq. ft. pillar- less Ballroom “Gaura” /Conference halls – Manjula,Vanga – I & II, Boardroom – Pundra/ small Lounge Bar & Chai Lounge at lobby level

|  |  |  |
| --- | --- | --- |
| **TEAM LEADER** | **taj Hotels** | **SEPT ’11 toFEB ’12** |

Worked as a Team Leader with Vivanta byTaj Yeshwantpur, Bangalore (a Taj group of hotels & palaces under Indian Hotels Company Limited for below F&B outlets:

Pallette (all-day dining multi-cuisine restaurant)/In-room dining (handling in-room dining guest request of Food &Beverage orders for all 325 rooms with mini-bar)/ Caramel (a patisserie shop cum café lounge located at lobby level)

|  |  |  |
| --- | --- | --- |
| **CAPTAIN** | **CROWNE PLAZA** | **JUne‘2010 to June’ 2011** |

Worked as a Captain with Crowne Plaza Electronic City, Bangalore (an IHG Hotels group) at the below mentioned F&B outlet:

In Room Dining – looking after food & beverage orders for almost 200 plus rooms including mini bar requests.

|  |  |  |
| --- | --- | --- |
| **CAPTAIN** | **ZURI WHITEFIELD** | **DEC’ 2009 TO JULY’ 2010** |

Worked as a Captain with Zuri Whitefield, Bengaluru (a Phoenix group hotel & a member of Summit hotels) at the below mentioned F & B outlet:

In – Room Dining - looking after food & beverage orders for almost 150 plus rooms including mini bar requests.

|  |  |  |
| --- | --- | --- |
| **SENIOR f & b ASSOCIATE** | **THE PARK** | **SEPT’ 2007 TO JULY’ 2009** |

Worked as Senior Food & Beverage Associate with The Park Hotel, Kolkata (a member of the Design Hotels of the world& a unit of Apeejay Surrendra Park Hotels group) at the below mentioned F & B outlet:

Residence Lounge – looking after all food & beverage orders for all Suites at the lounge as personalized Butler service on the floor.

|  |  |  |
| --- | --- | --- |
| **waiter** | **hyatt regency** | **dec’ 2003 TO aug’ 2007** |

Worked as Waiter with Hyatt Regency, Kolkata (a group of Asian Hotels Limited) at the below mentioned F & B Outlet:

Banquets – handled corporate/social functions (all types of event) independently at the Regency Ballroom (1, 2& 3),

handled small conferences/social functions at Topaz, Sapphire, Boardroom& Emerald conference halls.

The Bar – handled beverage & snacks orders at the lounge bar located at lobby level, made cocktails & mocktails available as per menu, maintained bar inventory book, back area upkeep, coffee machine, etc.

|  |  |  |
| --- | --- | --- |
| **BANQUET steward** | **ITC SONAR** | **dec’ 2002 TO DEC’ 2003** |

Worked as Banquet Steward under Genius Consultants (an outsourced manpower supply agency) with then pre-opening Banquet Team at ITC Sonar Bangla Sheraton Hotels & Towers. Currently, it is known as ITC Sonar (a group of ITC Hotels Limited).

|  |  |  |
| --- | --- | --- |
| **iNDUSTRIAL TRAINING** | **PEERLESS INN** | **yEAR 2000** |

Undergone 24 weeks extensive INDUSTRIAL TRAINING in all core areas of Hospitality from Peerless Inn Hotel Kolkata, & Three Months Vocational Training from Hotel New Kenilworth, Kolkata.