



**SANTHOSH KUMAR PILLAI**  
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#### **RESUME**

##### **EDUCATIONAL QUALIFICATION**

passed secondary school certificate Examination from Kerala university  
Passed the trade test in the areas of food Service knowledge Beverage Service  
Knowledge supervisory skills and operational skills from institute of Hotel  
management  
Catering of MODERN HOTEL MANAGEMENT KOLLAM KERALA

Successfully completed the advance training program for star Hotel from  
SEAPRINCESS JUHU MUMBAI in the year of 1992

##### **ADDITIONAL INFORMATION**

I strongly believe in the maintaining a dynamic work environment in order to  
keep the  
Work environment more interesting and challenging for e,g change in the drink  
Menu, changing the amuse boucles between courses, change in the table set up,  
Making more relaxed ambience etc  
I also believe that feedback is the only mechanism to move from good to great. I  
Solicit and accept feedback positively from my guest to improve their overall  
Experience

##### **HOBBIES**

Continuously refreshing our restaurant menu by researching interesting cocktail  
Recipes and drinks  
Watching cricket  
Traveling

##### **STRENGTHS**

Achievement oriented with excellent communication and interpersonal skills  
Detail oriented, multi tasker, strong learning and organizing skills matched with  
the  
Ability to manage time and people effectively  
A good team player with ability to lead by example and motivate the team to  
achieve  
Desired objectives  
A responsible, dedicated and patient individual with ability to take on new  
challenges



**PERSONAL DETAILS**

DATE OF BIRTH	14/4/1972
LANGUAGE KNOWN	ENGLISH, HINDI, MALAYALAM, MARATHI AND ARABIC
HEIGHT	5.7
MARITAL STATUS	MARRIED
PASSPORT NO	N 2837296
DATE OF ISSUE	27 <sup>TH</sup> AUG 2015
PLACE OF ISSUE	MUMBAI INDIA

PERMANENT ADDRESS	RELIABLE COMPLEX 203 H WING NILE MORE NALLASOPARA(W) TPALGHAR 401203 MAHARASHTRA INDIA
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**WORK EXPERIENCE**

HOTEL SAIWAYS NASHIK	3rd nov 1992,to 18th sept,1993
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Room service steward

HOTEL SANDS JUHU BEACH	20th sept,1993 to 4th march 1998
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As a bartender

**RESPONSIBILITIES**

Maintaining F.L.R. day by day and taking stock inventory day by day reporting to F&B Manager and introducing new cocktails and meeting with general manager  
Along with liquor supplier and ordering stock e t c

KHAN YAMA KHAN	11th July 1998 to 8th July 2005
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Labanian cuisine Bahrain

Restaurant waiter

Awarded as a best Labanian restaurant

SHATRANG NAPOLI	15th July 2005 to 2nd Jan 2006
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As a food controller

**RESPONSIBILITIES**

Daily material receiving from supplier and issuing kitchen and food costing

And every day stock reporting to General Manager

And every month end submitting entire month stock , entire month food cost and

Sale cost percentage for the owner of the restaurant

VIE LOUNGE	8th Jan 2006 to 12th Jan 2008
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Sr captain

V ie lounge collaborated with town house London UK Bartender Academy  
Vie used to serve Mediterranean cuisine



## **KEY ACCOMPLISHMENT**

Underwent successfully training with Prarl Diyes

Managing complete restaurant operations ensuring high standard of service

Introduced a feedback based service philosophy which was much appreciated by

Senior management

Dedicated to maintaining clean dining room and adhering to all safety and legal Standard

AURUS JUHU MUMBAI

16th 2008 to 19th march 2010

New world cuisine

Sr captain

Aurus is the time awarded restaurant in Mumbai

Service profile

Recognized as a efficient player who generate significant growth in revenue

Expertise in working in fast-passed environment requiring skills in the building

Customer relations and delight

Expertisian managing restaurant operations with key focus on maintaining

High standard

An effective senior captain ability to build synergy within team members and

Direct the team to meet the business objectives and vision

Reputation for putting guest at ease handling large crowds and maintaining

Composure in stress-full situations

WORKED WITH IRISH HOUSE FOOD PRIVATE LIMITED

AS A SR.TEAM LEADER April 2010 to nov 2016

RESPONSIBILITIES

Over seeing the day to day operation of the restaurant including cleaning floor plan

Lay out table setting and theme of the restaurant

Maintaining the costs and trying to keep it low at all time

Achieving the monthly targets set by the company

Handling parties and taking party booking and meeting with agencies

And reporting day by day report to H.O.D.and managing director

Meeting greeting and getting feed back from the guests

WORKED WITH IMRESARIO HOSPITALITY (SOCIAL) AS A ASST.MANAGER from 2016 dec to 2018 nov

AT PRESENT WORKING WITH YELLOW BANANA FOOD AS A RESTAURANT

MANAGER from 2018 December onward

Responsibilities

Overall looking day to day operation table set up allien ment maintenance issues

New joinee training and motivation

Meeting with supplier and guest for booking parties and discussion for menus

Every month report like closing stock

Solving guest quiries and issues



Solving guest complaint

Meeting with H O D subjecting and getting new sale promotion

Marketing like going out side and meeting with corporate public

Following inventories and stock for needed items

Controlling wastage and outlet costing

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