 **FRANCIS ROBERT GOMES**

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**SENIOR MANAGEMENT PROFESSIONAL - HOSPITALITY**

**⯍ RESTAURANT (Multi-outlet) & FOOD & BEVERAGE OPERATIONS ⯍ NEW LAUNCHES ⯍P & L MANAGEMENT**

***Turn-Around Agent****, skilled in repositioning organizations to achieve operational & service excellence; a valued contributor to key strategic improvements &* ***highly successful new-set ups*** *for* ***achieving business growth objectives.Recently in August 2021, have managed to get A+ score in Audit done by Food Safety Standards Authority India approved party.***

**PROFILE SUMMARY**

***Senior Chef,*** *offering* ***over 3 decade of rich & comprehensive experience*** *in spearheading Restaurant Management and Kitchen / F & B Operations functions while working with reputed organisations in the* ***Hotel / Hospitality Industry; expertise entails:***

**Strategy Planning/Restaurant Management Inventory/ Stock Mgmt. F&B / Kitchen / Menu Management**

**Business Development/ Brand Promotions Vendor Relations Budgeting/ Resource Optimisation**

**Customer Service Excellence Training, Retention MIS Reports/ Quality / Compliances**

* Worked as an In-Charge from setting budget, rolling out the project to launch & facilitating expansion based on market demand to ensure a healthy ROI; successfully passed reclassification for 5 star category in July 2015 as well as gained knowledge in HACCP and utilized the same during training programs
* Expertise in Kitchen operations management involving resource planning, in-process inspection, team building in co-ordination with internal departments; remains updated about latest trends in food service, interior design and technology in the F&B domain
* Proficiency in managing procurement, inventory & food budgets with an eye on cost & stock control; successfully managed overall profitability of operations by ensuring strategic utilization & deployment of available resources
* Competencies in formulating marketing & promotion strategies for establishing the brand, increasing footfalls leading to enhanced sales; proven success in identifying new opportunities, opening new outlets & thus attaining business growth
* Enterprising Leader with excellent problem-solving & communication skills; proficiency in building powerful teams that can conquer any obstacles and delivering value-added customer services for achieving customer delight, repeat & referral business

**WORK EXPERIENCE**

**Since Aug’13: Pride Group (Casinos & Hotels), Hotel Neo Majestic, Goa as Executive Chef**

**(Now Majestic Group Hotels & Casinos)**

**Role:**

* Succesfully restarted operations with bare minimum staff in November 2020.
* Designing business plans for maximizing profitability & revenue generation including brand promotions and new expansions; formulating operating budgets and leading efforts for streamlining processes & generating cost savings in operations
* Managing day-to-day restaurant operations; implementing procedures & control systems for maintaining hygiene and quality standards; spearheading facility management including maintenance & upkeep of complex as per prescribed standards
* Scheduling & coordinating the work of chefs, cooks & other employees to ensure that food preparation is correct; consulting with catering/ kitchen staff about food production, costing, pricing and menu of special events being planned
* Closely interacting with in-house & external guests to understand their requirements and customizing the offerings & services accordingly; ensuring customer satisfaction by achieving delivery of service quality norms
* Preparing MIS reports & log books with a view to apprise top management of business operations and assist in decision-making process; participating in periodic review meetings with Chairman/MDs for organizational benefit
* Mentoring & guiding the sub-ordinate staff to increase their knowledge about safety, hygiene & accident prevention principles; evaluating the work performance of personnel, managing their leaves, trainings, succession & career planning
* Directing the restaurant operations having enhanced dine-in, delivery & leading concepts and ensuring that the company’s objectives are met & enhanced from time to time
* Working towards ensuring that the restaurant runs effectively in all the areas of the business such as people, customers, sales & profit; monitored that strong SOPs are in place and takes support
* Maintaining a balanced approach in business to drive long term results for achieving financial goals, driving sales growth, delivering operational excellence, recruiting, training and retaining qualified members to maximize restaurant’s performance
* Imparting / coaching to the team as per procedures, analysed planned turnover/ retention

**Highlight:**

* Undertook measures to retain guests and enhance guest loyalty through introduction of promos, food festivals; organised events such as Regional Indian Food Festivals, Theme Nights, which resulted in increased customer satisfaction and footfall
* Took training sessions with team to discuss and brief on measures to improve operational efficiency and reduce costs

**Nov’12 – Oct’13: Various , Mumbai as Executive Chef**

**Role:**

* Worked in pre-opening team of The Barking Deer, Lower Parel, first brew pub in Mumbai.
* Consultant Chef for Hotel Kala Sagar, Pune (4 Star Property)

**Feb’12 – Nov’12: Sai Siddhi Hospitality , Mumbai as Executive Chef (Projects)**

**Highlights:**

* Steered efforts in mobilizing Cafeteria on June’12 with a team of about 110 staff; Nomura included staff of around 3500 employees, with 2 cafeterias, buffet meals, and a live Sandwich and Salad counters as well as Rooftop Cafeteria with special meals, and live counters with a varied menu comprising all types of cuisines

**Aug’10 – Dec ‘11: Reacon Hospitality , Pune & Mumbai as Executive Chef**

**Highlights**:

* Led major outlets like:
* Seasonings, Pune (Dining for 180 in the Wipro Complex)
* Beach Shack, Mumbai (114 covers, multi cuisine restaurant)
* Sizzler Station, Mumbai (sizzlers and pastas)

**Jul’09 – Aug’10: Saffron Spice as Executive Chef**

**Role:**

* Administered kitchen operations in high volume setting, including quality, executions and financial functions
* Led a team of 35 members and ensured recruiting, training, scheduling, purchasing, inventory, sanitation, menu research / development, seasonal promotions, price restructuring and food/ labour costs
* Recognised for building a winning, mutually respectful environment between front and back-of-the house operations leading to improved productivity, customer service and staff longevity by the senior management
* Identified various opportunities to emphasize the importance of guest service, tolerance and team building
* Imparted trainings & guided front and back house staff in healthy ways to deal with stress and frustration
* Launched various profitable lunch operations to more effectively compete in growing marketplace; remedied restaurant’s prior challenges with delivery and quality consistency

**PREVIOUS EXPERIENCE**

**Nov’08 - Jun’09: Mars Enterprises , as Sous Chef**

**(Sky Gourmet & Gordon House Suites)**

**Oct’06 - Oct’08: Saudia Catering (Saudi Arabian Airlines), Jeddah, KSA as Sous Chef**

**Nov’05 - Sep’06: Binary Foods & Hotels, Mumbai as Chef**

**Jan’03 – Oct’05: Airport Plaza(Ramada), Goa as Executive Sous Chef**

**Sep’01 - Dec’02: Mars Enterprises in LSG Sky Chefs, Bangalore and Gate Gourmet, Mumbai as ‘Sous Chef’**

**Nov’00 - Aug’01: Renaissance Airport Plaza, Goa as ‘Sous Chef**

**May’97 - Apr’00: Ambassador’s Sky Chef, Mumbai as ‘Chef-de-Partie**

**Apr’95 – Apr’97: Amanda Proud Marketing, Dubai as ‘Catering Manager**

**Apr’94 – Mar’95: Saudia Catering, Jeddah Unit as COMMIS 2**

**Apr’93 – Mar’94: Sultan Centre, Kuwait at Jean’s Grill in the Shaab Sea Club as ‘Senior Cook’**

**May’92 – Mar’93: The Retreat, Mumbai as Commis 1**

**Aug’86 - Apr’92 Ambassador’s Sky Chef, Mumbai as Commis 1**

**Growth Path:** Joined as an Apprentice and rose to the post of Commis 1

**EDUCATION**

* **M.B.A. in Hotel Management (Distance Learning-National Institute of Management), Mumbai in 2O08**
* **B.A. (Sociology) from Mumbai University in 1985**
* **Food Safety Supervisor Certificate of Competence(2021)**

**IT Skills: MS Office (Word, Excel & PPT)**

**PERSONAL DETAILS**

**Date of Birth:** 25th November, 1963

**Languages Known:** English, Hindi, Marathi, and Bengali

**Address:** 704, Crystal Tower, Next to Old(Bharat)Petrol Pump, off Mira-Bhayander Road, Mira Road (East), District Thane – 401107, India

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