**BIJOY KUMAR HELA**

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**SUMMARY**

* Accomplished and results-driven professional with 14+ years of experience in the Hospitality Industry that includes maintaining food, beverage, and culinary operations within budgets and to the highest standards.
* Proven expertise in maintaining menu standards, controlling resources and inventory, managing costs, and preparing event-specific food for occasions, including banquets, conventions, or business meetings.
* Proficient in managing the service aspects in all food and beverage assigned areas and events that include acknowledging, greeting, and thanking all guests and members.
* Skilled in preparing budgets, analyzing, and controlling labor/food costs, maintaining the sanitation of the food and beverage areas and equipment, and training and mentoring employees.
* Able to monitor market conditions that could impact menu offerings, revenue, and profitability of the organization, as well as adhering to quality and safety standards.
* Effectively responds to customer inquiries and complaints while keeping in mind the latest customer trends and issues to ensure a quality experience for future revenue and sales purposes.
* Maintained Consistent Guest Contacts, built relationship, solicited feedback & monitor online review.

**KEY ACHIEVEMENTS**:

* Service Excellence Award in 2010 Taj Deccan Odyssey.
* Category one Attendance (100%) award in 2008 Sugar & Spice Restaurant.
* Passion for service nominated (Taj Buzz) May 2013 Taj Krishna Hyderabad.
* Moving Star for the month at Taj Krishna Hyderabad.
* Employee of the Month (Departmental) at Taj Krishna Hyderabad.

**SKILLS SET**

* Managing Parties and Events
* Knowledge of Government Departments
* Team Building and Management
* Offering Food and Beverage Services
* Provisioning and Stock Control
* Analytical and Problem-Solving Skills
* Handling Complaints and Inquiries
* Proficient in Computers
* Extremely Customer Focused
* Ensuring Guest Satisfaction
* Maintaining Productivity Level
* Written & Verbal Communication

**PROFESSIONAL EXPERIENCE**

**Orbit Hotel (unit of Chocolate Hotels Pvt Ltd)**, Assam, India

***Operations Manager – Unit Head*April 2017 – Present**

* Responsible for providing high-quality customer service to clients right from their arrival to departure, as well as ensuring availability of rooms for all guests and ensuring excellent housekeeping facilities.
* Planning the manpower and staffing, ensuring outstanding food & beverage services, and regularly briefing the staff members on cost control and reduction of wastages.
* Ensuring proper cleanliness and presentation of food and catering services while maintaining adequate health, safety, and food hygiene systems.
* Maintaining safety standards in the hotel kitchen, tracking vendor prices and services, and efficiently resolving client complaints and issues.
* Collaborating with the director and other upper management to execute proper policies and procedures
* Performing analysis of the inventory and ensuring that proper inventory/equipment is utilized.

**Sana Beach Spa Resort**, West Bengal, India

***Resort Manager* September 2015 – April 2017**

* Accountable for hiring, training, assigning and mentoring/disciplining employees by communicating their job expectations and supervising responsibilities.
* Planned and reviewed compensation policies and enforced them accordingly.
* Developed operational systems through effective product handling and storage requirements.
* Maintained safe and healthy work environment by establishing proper rules and regulations
* Managed staff levels, wages, hours, and contract labor, as well as maintaining excellent professional relationships with key operation vendors.

**Taj Krishna**, Hyderabad, India

***Food & Beverage Butler* April 2013 – March 2014**

* Effectively attended to guest complaints and inquiries.
* Managed reservation and reception segments, as well as handled internal and external calls regarding customer booking and enquiry.
* Ensured all the needs and requirements are adequately fulfilled especially of VIP suite room guests.
* Made sure that all food choices and preferences are adequately met while keeping a track record of guests with certain food allergies and informing the concerned departments.
* Performed software operations like check-ins, check-outs, updating of profiles, room reservations/requests, managing payments, verifying and adjusting the billing process and activating room keys.
* Supported the other departments, including front desk, housekeeping, and room service with their duties.

**Metropolitan Palace Hotel**, Dubai, UAE

***Food & Beverage Executive* November 2012 – January 2013**

* Escorted guests to their respective rooms during check-in and explained to them about the hotel services.
* Prepared guest tour plans and guided them with booking and arranged for their tours and travel in the city.
* Coordinated with the reservation and housekeeping department for checking with the room status.
* Attended guest complaints and coordinated with other members of the hotel to deal with them.

**OTHER EXPERIENCE**

**Taj Hotels Resorts and Places** ~ ***Butler in Taj Deccan Odyssey (Luxury Train Board)***~ **Sep 2008 – Oct 2012**

**Sugar & Spice Signature Restaurant** ~ ***Food and Beverage Captain*** ~ **Apr 2007 – Aug 2008**

**Hotel Akash Deep** ~ ***Food and Beverage Steward*** ~ **Jan 2006 – Mar 2007**

**EDUCATION**

2019 Graduate in Management Service (GMS) in Business Administration| Indian School of Business Management & Administration (ISBM), India

2003 Diploma in Hotel and Catering Management Program| Metro School of Hotel Management, India

**PROFESSIONAL TRAININGS**

* Cross exposure Training at Taj Bengal Kolkata.
* Butler Training programmed by Ms. Anusha Dubey.
* Wine Testing programmed by wine sommelier Mr. Magandeep Singh.
* Food safety & Food Hygiene training at Taj Bengal, Taj Krishna.

**PERSONAL DETAILS**

Date of Birth: 05 June, 1980

Address: Mohini Apartment, Flat-1C, First Floor, 2no Bijoy Basu Road Bhowanipore, Kolkata

Pin- 700025, Post Office-  Bhowanipore, Police Station- Kalighat.

Languages Known: English, Hindi, and Bengali

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