Dheeraj Ghildiyal

S/O Ayodhya Ghildiyal

HOUSE .NO-06,LANE N0-01

T -ESTATE WARD NO-1,BANJARAWALA

DEHRADUN-248001 MOBLIE NO-+966 504772142/8384854738 EMAIL ID-dheerajghildiyal@yahoo.com

CAREER HIGHLIGHTS.

The Career Path

JAN” 18-TILL DATE –Hospitality Manager at Rezayat accommodation and catering company limited At Al-Jubail(Kingdom of Saudi arabia) for 3years to till date under SMASCO manpower solutions.

JAN”15-DEC “16 Operations Manager at Le Relax Group of Hotels And Restaurants ,Seychelles

Jan"12 –DEC”14 Restaurant Manager(Restaurant Operations) -Tony Romas,Zayed town ,Bahrain

May"08- Dec"11 Manager -Operations (Cafe Coffee day)-Food and Beverages daily operations,menudesigning,fixing gross margins for the all food products ,business development for new outlets franchisee management,getting corporate business branding and marketing .

Jun'05-Apr '08 Restaurant and Bar Manager-Ruby Tuesday ,Bangalore & Nehru Place,N.Delhi

Jun'03-Apr '05 Shift ManagerRestaurant and Bar-Ruby Tuesday ,Bangalore& Nehru Place,N.Delhi

Feb '02-May'03 Bartender -Ruby Tuesday Gurgaon.

Significant Deliverables

Hospitality Manager –Rezayat Accomodation and catering co ltd ,Al-Jubail district,Saudi Arabia.

1.Handling residential motel compound of 318 roomswith 02 dinning hall one for executive class and one for medium staff for the corporates,61 villas along with 02 coffee shops inside the compounds and 2 restaurants outside others national colleges .

2.Handling a team of 133 staff members ,01 assistant manager,01 hr executive

01 executive chef,03 sous chefs,01 accountant ,01 executive housekeeper,01 maintenace manager ,02 security managers with 02 supervisors

3.Planning menus in consultation with chefs,newadditions,getting party and menu costing with the help of chef

4.Training for cooks,health and safety certification by local health deptt (baladiya certificate)

5.Orderingsupplies,merchandise,linen for rooms,housekeeping supplies also.

6.Hiring, training, supervising and motivating permanent and temporary staff.

7. Organising staff roaster and their area of work.

8. Ensuring that health and safety regulations are strictlyobserved, recorded and achieved.

9. Monitoring the quality of the product and service provided

10. Keeping to budgets and maintaining financial and administrative records.

11. Making profit and loss accounts on monthly basis and booking all cost like maintenance cost ,foodcost,roomscost,cost of labour in the sheet as per target breakups given by the chief managing director.

12. Monitoring security of the premises with help of security manager,checkingmaintenance of all cctvcamera,security electronic gate,walky talky ,boom barriers,roadblocker,securitysensors,fire alarm ,fir panel should be all in working conditions ,do every day walk through for these gadgets should be in working conditions at all times

Operations Manager at Le Relax Hotels and Restaurant ,Seychelles

Supervise all Room cleanliness /checkin/check out /Room Service personnel.

Handling a staff of 56 members and 04 department managers .

Work with other F&B managers and keep them informed of F&B issues as they arise.

Organize all documentation for shift work on a daily basis including pre-shift reports, daily training topics, shift floor plan, requisitions for beverage, food and sundries and manage labour on a daily basis through the time management system.

Ensure all staff are meeting all established standards of service through ongoing and recurrent training systems

Monitor and test service skills of staff, retrain and reinforce all standards on food and quality and service details daily. Provide feedback and appraisals as necessary.

Coordinate and monitor all phases of Loss Prevention in the Rooms division/Service operation/housekeeping Division.

Ensure compliance with [In Room dining/Housekeeping/Food production /Front Office SOP’s](http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/f-and-b-service-sop.html" \t "_blank).

Ensure the training of department heads and employees on SOP’s, report preparation and technical job tasks

Monitor and supervise the mini-bar department With the help of F and B Manager

Assist in maintaining all Micros programming for food and beverage outlets.

Handling all on line booking and marketing through tour operators and travel agents .

Must be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service oriented manner.

Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.

Must be able to multitask and prioritize departmental functions to meet deadlines.

Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner

Restaurant Manager (operations)-Tony romas,Zayed town ,Baherain

• Handling projections and budget for the monthly gross profits and yearly sales..

• Handling Food And Cost Of Goods Sold for Beverages and Expenses Budget

Ensure Profitability Pecentage Given by the Management for The Restaurant.

•Ensure Certification and Trainings for the Staff in their all Respective Stations

and Making Training Matrix and Plans for their growth in the Company .

•Responsible to achieve Guest satisfaction scor on the guest comment score card and online survey for the guest satisfaction through the mindshare(online survey website).

•Responsible for monthltyMisReports,Store ratings and its profitability.

•Making seasonal menus for the local Arabic guest to enhance drive in sales .

•Handling kitchn related operational and maintenance issues with in coordination with kitchen manager

•Handling daily ,weekly ,monthly ordering and indenting for food items,meat and dairy products,.•

Manager Operations -(Mumbai Region) Café Coffee Day , Mumbai Division

\*Handling a sales team 02 astt managers and 08 area mangers for the city

\*Responsible for making annual business plan for entire city with all areas of Mumbai

\*Setting sales projections and sales target for all business development managers

\*Distribution of sales target among all astt managers and area managers.

\*Monitoring daily sales trackker and collection trackker for the city.

\*Monitoring product quality(of coffee beans pkts,tea bags pkts ,cookies,coffeemachines,cold coffee tins,packaged drinking water) and escalated it to the r & d deptt for the weekly reports.

\*Handling collection recovery from clients,managing returns good with proper procedures,handling replacement policy and making sure client satisfaction with utmost priority.

\*Sending all reports on daily basis to regional manager .

As an Restaurant &Bar Manager-Operations, Bangalore,Nehru place New Delhi.

●Proficiently handled sales and ensured profitability at all aspects.

●Retained all regular customers and also increased the footfall through different promotions.

●Ensured the standard operating procedures are maintained at all locations.

●Responsible for the cost controls of all heads and to take corrective measure.

● Mentored and motivated a team of 53 crew-members and 2 shift managers.

As an Restaurant and Bar Shift Manager –Ruby Tuesday- Bangalore , New delhi.

●Managed a team of 18 team members and 4 bartenders.

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●Designed all promotions and LSM for the Store.

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●Retained all regular customers and also increased the footfall through different promotions.

●Significantly increased the in-house sales as well as the home and office delivery sales.

●Increased remarkable profit of the store and also decreased the operational costs.

●Improved the standards of service and ensured the follow up of the same at all times.

As an Bartender - Gurgaon.

● Handling bar and floor as per the allocations.

● Taking and helping shift leaders in supplies and liquor inventories.

●Conducting staff trainings and rendering sales skills.

●To achieve various stipulated sales target.

PERSONAL DETAILS

Date of Birth : 11TH Dec 1979.

Educational Qualification : Science graduate (BSc)

Diploma in Hotel Management from NICTE

Food Safety and hygiene level 3 exam pass.

PUSA Complex New Delhi

Father's Name :Mr. Ayodhya Prasad Ghildiyal

Marital Status : Married

Nationality : Indian.

Positives :Comfortable to work under pressure.

Passport no : F6665782.

Hobbies : Playing chess, watching movies, net surfing, palmistry, astrology.

Date: (Dheeraj Ghildiyal)

Place –Saudi Arabia

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