CURRICULUM VITAE



MD.SHAKIL

**S/O. LATE MD. YASIN**

**G.C.ROAD.TITAGARH**

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**Objective**

Seeking a position where I can use my extensive knowledge and successful experience as a General Manager.

* Looking for excellent job with an organization of immense reputation, which demands the best of my professional skills in term of excellent and helps me in broadening and enhancing my current skills and knowledge.

**Operation Management**

Management experience includes planning, budgeting, staffing, scheduling, procurement and menu planning/pricing. Hands on management style. RESULT: Contributed to revenue/profit growth.

***Guests Service***

WOW factor guest service, Making good PR, Planning & Execution, development & delivery of customized service programs.

***Team Management & Training***

Handling staffs up to 300 employees responsible for food & service delivery. Plan and coordinate with employee’s training & monthly staff award function on the base of performance which brings competition among them. Designed incentives and other motivational programs. RESULT: Strengthened Staffs retention rates.

**Strength**

* **Dedicated, Resourceful, Innovative and Decisive Individual.**
* **Self motivated and goal oriented**
* **Capable manager and staff motivator**
* **Function well in high stress atmosphere.**
* **Excellent work knowledge.**
* **Good learner with a flexible attitude and work effective to meets target and deadlines.**
* **Revenue generation management.**
* **Costing & PnL Management.**
* **Restaurant & kitchen design.**

**Weaknesses**

* **Aggressive**
* **Zero tolerance in complaint management**
* **Emotional about guest need**

**Professional Experience:**

**\*\*\*** Associated with “Hotel Darshan” located at Pipvav Port, Rajula, Gujrat. Having 48 rooms, 1 Multicuisine Restaurant, Room Services and conference hall as **GENERAL MANAGER** since March, 2019 to 2nd April, 2020.

**\*\*\*** WORKED with “Kostamar Beach Resort”, The Most Renowned and beautiful property in diu, Having 58 rooms, coffee shop, Bar, Open terrace garden restaurant, live kitchen, room service, spa, gym, game zone, swimming pool and conference hall with latest amenities as **GENERAL MANAGER** since 1st August,2016 to February, 2019.

**Roles and Responsibility**

* Achieved remarkable success in first year of operation.
* Created operating environment that assure consistent guests satisfaction.
* Monitoring the performance of Resort through verification and analysis of guest satisfaction and financial report. Initiated corrective action.
* Maintained the service quality standard by conducting evaluations and investigating complaints. Initiated corrective action.
* Established and maintained a pro-active human resource functions to ensure employee motivation, training and development.
* Executed marketing campaign, sales and Targeting. Resulted in exceeding the total revenue.
* Ensured good safety practice of employee and guests, assisted in the maintenance of proper emergency and security procedure.
* Presided morning meeting of HODS and streamlined their actions.
* Assured and followed the system and procedure are in placed.
* Liasoning with government department for licensing and renewing with the help of local guy.

**\*\*\*** Worked with “THE WOK ON FIRE”, THE CHAIN RESTAURANT ORGANIZATION” as **GENERAL MANAGER** since JAN, 2014 to july-16.

**Roles and Responsibility**

* Handling six restaurants in three towns-Suart, vadodara and Ahmedabad and one is under project in pune.
* Held a key leadership role in the restaurant's start-up including menu development, pricing, operational procedure development, restaurant workflow, planning & branding.
* Analyzed sales statistics to properly forecast, schedule and control labor costs.
* Managed controllable costs to ensure adherence to budget guidelines and expectations
* Accomplished Human Resource objectives by recruiting, selecting, orienting, coaching, and disciplining subordinates
* Facilitated vender relationships for purchasing and cost control capitalizing on the economy of scale.
* Screened, interviewed, hired, and trained the entire team of front and back of house employees on all aspects of operations, menu, food/service quality, and performance expectations.
* Maximize profits through effective cost control, staff scheduling, inventory management, and ordering.
* Exceeded initial weekly sales expectations by maintaining levels Supervise and direct team leaders to ensure smooth follow of Restaurant operation.
* Ensure all guests have a great dining experience by identifying their needs, providing excellent WOW service, preparing orders, and effectively dealing with suggestions and complaints.
* Created a positive Restaurant environment to inspire employees and make the guests feel welcome.
* Trained and developed all staff members to ensure delivery of quality service and uphold service standards.
* Instituted aggressive Revenue Management strategy that is showing increases in sales through suggestive selling.
* Raised Guests Satisfaction Index (GSI) from Needs Improvement to Best in Class within ninety days of taking over leadership and maintained level for entire tenure.
* Fulfilled Service Manager and Truck Sales positions while recruiting for qualified candidates in addition to ARM & RM position.
* Restructured all departments for efficiency and staffed all vacant positions.
* Built a team whose main priority is guest’s service and accomplished this through hiring, coaching, and changing store culture.
* Reduced inventory shrink from near max limits to the best results in store history.
* Responsible for all daily operations to include schedule creation in order to provide the highest guest service and product available.
* Implemented incentive strategies to drive increased sales with minimal impact on labor budgeting.
* Responsible for budget preparation, revenue management, monthly P&L reports, and daily bank deposits.
* Worked closely with Chefs to establish inventory levels, resulting in 5% decrease in food costs.
* Assisted in preparation of the annual operating budget.
* Secured new business and expanded the client base by planning, executing dynamic marketing and advertising campaigns with trade papers, local newspapers and Hoarding.
* Improved employee retention through implementation of departmental training, employee recognition and incentive programs that resulted in a turnover rate.
* Analyzed monthly P&L with detailed critique.

**\*\*\***WORKED with ***The Grand Bhagwati Hotel* & Banquets** 5 star deluxe property having 170 rooms, 09 banquets, 24hrs Coffee shop (Café piano), a Multicuisine restaurant and a modern eatery specialty fine dining restaurant By name Mr.& Mrs. somani, Zeba another multicuisine restaurant, crystal lounge, fever 105, Pop corn and club café @ Surat, Gujarat as a **RESTAURANT MANAGER** since JULY 2010 to Nov,2013.

**Roles and Responsibility**

Following the service standard file, SOP and giving wow factor service.

* + Interaction with the guests and making good PR with them.
  + Handling the guest complaints, taking feedback from guest and working on that.
  + Organizing offer food & food festival from time to time for generating extra revenue.
  + Protecting & maintaining the assets of company and taking fully ownership into that.
  + Controlling the breakage and spoilage.
  + Making DSR report & achieving the sale target.
  + Making monthly food & beverages report.
  + Making monthly inventory report of cutlery, crockery, glassware, linen, breakage and spoilage.
  + Making RSTS & GSI report monthly wise.
  + Representing the concerned outlet in f&b meeting.
  + Planning of staff leave weekly and annually without running in shortage of manpower.
  + Taking staff briefing twice in day.
  + Making tip policy & distributing it into staff in every week.
  + Maintaining discipline in staff
  + Recommending fairly staff appraisal on merit.
  + Motivating staff and keeping team intact.
  + Giving training to staff, finding individual strength & weakness and working on that.

**\*\*\***Worked as a **Restaurant Manager** in Beijing Bites(Fine dining restaurant with A/C Facility and 170 covers layout) at #120B, 2nd floor, Epip industrial area(opp.Sai baba hospital,above the Raymond show room) from July 2009 to July 2010.

**Roles and Responsibility**

**Ensuring smooth operation of kitchen, Dining, Store Room and cash counter from day-in to day-out.**

* Proven track record of developing procedures, service standards, Presentation of foods, operational policies and implementing effective control measures to reduce running cost of unit.
* Achieving the sales target
* Making budget before spending on vegetable, perishable items, provisions, gas and fuel, dairy products, eggs, parcel containers, disposable and housekeeping items.
* Checking the quality of food and taking feedback from guest and working on that.
* Organizing offer food and food festival for pulling the business from time to time and outdoor catering from restaurant.
* Handling purchase department, payment of vendors, maintaining relevant books of accounts like purchase book, sales book, cash book, pretty cash book, costing book, profit and loss a/c.
* Responsible for cash management
* Managing all staff fairly and consistently while holding them accountable, appraisals and their performance.
* Planning of staff’s leave weekly and annually without running in shortage of
* Manpower.
* Briefing stewards, hostess, washing boys, store keeper, cashier and kitchen staffs on personnel hygiene, food hygienic, cleaning and sanitation, services standards in f &b, uniforms and grooming.
* Taking the inventory of utensils, cutleries, crockery , glassware and linens

Monthly wise and keeping a track record day to day on aerated beverages account.

* Motivation and inspire team member
* Supervision of staffs

\*\*\* Worked as “**Out let manager**” in Pathankot (H N S HOTELS PVT LTD)in Infinity at old madras road, tin factory from November 2008 to July 2009.

**Roles and responsibility**

* **As mentioned above**

**\*\*\***Worked as a “Catering **Manager**” in Golkonda House catering services from August’02 to November’08 in INFOSYS Bangalore, INFOSYS Mysore, Wipro Electronic city in Bangalore

**ROLES & RESPONSIBILITIES:**

* Checking the quality and quantity of food and train juniors for the same.
* Planning of mouth watering menus week to week
* Controlling the cost effective foods without harming the quality of food.
* Increased profit margin of all food and beverages by doing more sales on cite.
* Ensuring the smooth operation of Kitchen, Store, Food Court and Banquet Hall from morning to night
* Keep taking feedback from guest and working on that
* Handling guest complaints about food and services, if any
* Planning of shifting Chefs from one outlet to another outlet for bringing something new in food
* Determining the reasonable prices of foods & beverages
* Capacity to organize party for 6000 covers
* Team building up for new set up
* Interacting and coordinating with administration and facilities of companies
* Visiting all outlets from time to time for seeing the reports of purchase, sales, services standards, profits & loss, feedback & complaints, staffs and facilities grievances, and being in touch with management of that companies.
* Planning of staff’s weekly and annual leave without running in shortage of manpower
* Controlling over 300 manpower
* Listening staffs grievances and redress in no time
* Briefing waiters, washing boys & ladies, Chef and kitchen staff, storekeeper, cashiers and subordinates on personal hygiene, food hygiene, cleaning and sanitation, services, uniforms, quality of foods, rectifying of errors, grilling and encouraging them.
* Handling purchase department, payment of vendors, collecting chaque from the companies and depositing into bank, maintaining the relevant books of purchase, sale, petty cash book, cash and bank book.

\*\*\* Worked as a “**Assistant Restaurant Manager**” in “Golkonda Chimney” from March 2001 to August 2002 & then I had been transferred in “ Golconda House Catering Services” as Catering Manager.

**ROLES & RESPONSIBILITIES:**

* Maintaining Indents book, Ingredients issuing books and relevant books of accounts.
* Checking the quality of Foods & Beverages.
* Controlling on purchase of store materials, Veg & non-veg, crockery and cutleries, stationeries and daily petty cash book.
* Following strictly the security book for not “let -in” and “let-out” to those things which are not allowed
* Maintaining the payments of vendors and staffs with voucher weekly & monthly
* Organizing outdoors party from restaurant and building up a good relationship with guest for next order
* Maintaining “Pest Control” and “Fumigating” to be happened in Kitchen, Stores and as well as Food Court twice in a week.

\*\*\* Worked as “**Store keeper cum Kitchen Supervisor**” in “Catering INN” from April 2000 to March, 2001

**ROLES & RESPONSIBILITIES:**

* Dispatching 4000 lunch & 1900 dinners to 27 companies at schedule time
* Maintaining the book of “work load distribution” for Cooks & all staffs
* Maintaining the inventory of utensils “Checked –in & Checked- out ”
* Maintaining the kitchen hygiene & sanitation
* Maintaining Indents book, Ingredients Issue and stocks books.
* Maintain food cost of production**.**

**EDUCATIONAL QUALIFICATION :**

**\*B.COM (HONS) 1998 Calcutta University**

**\* POST GRADUATE in IRPM(Industrial Relation & Personnel Management) 1999**

# COMPUTER QUALIFICATION:

\* Completed MS DOS, MS EXCEL,MS WORD,WINDOW 95 (3.11 version),FOXPRO & INTERNET

# FINANCIAL PACKAGE IN ACCOUNTING:

**\* TALLY**

**\* FACT**

**\* EX- 3.0 Versions**

PERSONAL PROFILE

Father’s name : Late Md. Yasin

Date of birth : 10th Nov’1976

#### Marital status : Married

#### Nationality : INDIAN

#### Language known : English, Hindi, Kanada, Bengali &Urdu

**Passport No. : U7309507**

**REFRENCE**

**1. Mr. Povia Personnel Manager INFOSYS 9845180238**

**2. Mr. Ravi Shankar Senior Facility INFOSYS 9945267407**

**3. Mr. Amaranath Singh senior admint HP 9845402224**

**4. Mr. Manoj R.Leela Admint WIPRO 9880240249**

**5. Mr. Anthony Facility ACCENTURE 9886692516**

**6.Mr. FARAZ MOHIUDDIN M.D. 9341247225**

**7.Mr.ABRAR MOHIUDDIN M.D. 9845028218**

**8.Ali faiyaz ( M D Partner of Beijing Bites ) 9611840156**

**9.Goutham Balasubramanian 9845553106**

**(Managing partner of TOSCANO LA TERRACE CHOCOLATE at Infosys, Ub city**

**and forum mall )**