



## Sunil Kumar

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**OBJECTIVE:** To obtain a challenging position that allows me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity. I am also eager to learn new skills and business and technological advancements.

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### Professional Profile

- Over Sixteen years of qualitative Hospitality experience in Food and Beverage Operations.
- Hands – on leader and I encourage creativity by empowerment of team members and monitored coaching.
- Currently associated with Fariyas Hotel, Mumbai as Food & Beverage Manager & on a fast track to become General Manager.
- Design Marketing Strategies for the department with expense budgets & execute them successful.
- Strategic thinker based on meeting & exceeding Budgets & Forecasts.
- Oversight of Food and Beverage Outlets & Banquet Department including staffing, costing, menu creation, implementation of standard operating procedures.
- Responsible for purchasing and cost control for the Food & Beverage division.
- Reviews performance evaluations, recognizes employees for outstanding services and disciplines employees.
- Monitors performance of the department through analysis of guest feedback and financial reports; initiates corrective action.
- Adept in maintaining departmental standards as per SOP's, Planning and Organizing.
- A consistent performer with a proven track record of increasing revenues and streamlining workflow.
- Experienced in Planning, Supervising and managing entire Operations.
- Have valuable Pre-Opening Experience as have been a pre-opening team member in 2 hotels that I worked for.
- A keen planner and strategist with track record of developing operational policies / norms, systems and controls.
- Experience of opening and launch of new properties with the setup of the Food and Beverage outlets with the opportunity to employ skills in Menu Planning, Recruitment of staff, Procurement and formulating SOP's.
- Adept at overall Food and Beverage Service operations encompassing Banquet Operation, Restaurant, In Room Dining, Bar Operation with excellent interpersonal, communication, team building and customer relationship management skills with the ability to work in multi-cultural environment.

## Organizational Experience

Tenure	Organization	Designation
15 <sup>th</sup> March 2017 till date	Fariyas Hotel, Mumbai	Food & Beverage Manager
01 <sup>st</sup> June 2015 till 28 <sup>th</sup> February 2017	KHIL Pvt. Ltd. (VITS – Luxury Business Hotel & Lotus Resorts)	Food & Beverage Manager
30 <sup>th</sup> August 2010 till 17 <sup>th</sup> June 2014	Holiday Inn Pune, Hinjewadi Intercontinental Hotels Group	Assistant Food & Beverage Manager
14 <sup>th</sup> August 2006 till 10 <sup>th</sup> March 2010	Seasons An Apartment Hotel Concept Hospitality Ltd.	Team leader / Assistant Restaurant Manager
14 <sup>th</sup> August 2004 till 12 <sup>th</sup> August 2006	Hotel Sagar Plaza, Pune Sarovar hotels	Team Leader
1 <sup>st</sup> March 2003 till 10 <sup>th</sup> August 2004	Dukes Retreat Hotel & Resorts JHM Interstate	Steward / Trainee Team Leader
1st Nov 2002 till 28th Feb 2003	Leela Palace, Goa	Trainee Steward

## Key Functional Areas

### Food and Beverage Operations:

- Developing and implementing procedures, control systems for maintaining quality standards, streamlining processes and generating cost savings in operations.
- Involved in preparing and monitoring of Food & Beverage budgets, forecast and maintaining appropriate documentation for sales, costs and inventory control for timely indenting for supplies.
- Proper staffing, selecting, training of staff and reviewing their performance periodically and motivating them to reach excellence.
- Ensure profitability of operations by making optimum use of assets and technology to deliver as per standards.
- Carry out reviews measures at regular intervals to judge the performance by carrying out Menu Engineering, ABC analysis, Survey of prevailing market and competition and frame strategies for the department.
- Overseeing all aspects of service management including liaising with food production and aesthetic presentation of Food and Beverages.
- Planning business promotions and Food Festivals.
- Maintaining healthy business relationship with major clientele, ensuring maximum customer satisfaction by achieving delivery & quality norm.
- Mentoring process teams; allocating specific targets after considering the competency level.
- Review monthly profit and loss statement for outlets and derive interference and develop action plan on the same.

## **Administrative and General**

- Work in close co-ordination with General Manager to achieve the targets and maximizing customer satisfaction.
- Be innovative and creative to the Marketing and Sales aspect of property and its product. Constantly find avenues to increase the horizon with close co-ordination with corporate marketing communications.
- Train & motivate team members in all levels towards multi skilling and apply manpower control methods to win over attrition and increase of payroll cost.
- Knowledge of Hotel Taxation and legal requirements to meet demands and indemnify organization from legal failures.
- Formulate SOP's, P&P's, Flow Charts and training calendar as per brand standards (Pre-Opening Hotel)
- Designing comparative Food Menu & Beverage Menu (Pre-Opening Hotel)
- Assisting Material Manager for purchase for operational start up (Pre-Opening)
- Design employee engagement plan for the Associates and Team Leaders to control staff attrition (Pre-Opening Hotel)
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## **Guests / Client Servicing**

- Ensure maximum customer satisfaction by closely interacting with In House & potential guests to understand their requirements and customizing products and services with optimum resource utilization.
- Strategizing policies and procedures in the operating systems to achieve greater Customer Service.
- Reviewing and interpreting the market trends / client feedback to attune the business strategies.
- Ensure the 'HEART BEAT' (Online guest survey program) score remains above 95% throughout the year.
- Delivering high value restaurant services to upscale clients for exalting their satisfaction.

## **Highlights / Achievements**

- Successfully planned & executed Out Door Catering for 4500 people during a Ship launch at Mazgaon Dock Limited – 2019.
- Honored with Out Door Catering of 3500 people at Mazgaon Dock Limited during launch of Submarine - 2019
- Brought departmental profit percentage from 28% to 44% in financial Year 2016-17.
- Improve online rating reviews of (Zomato) -2.7 to 3.9 & Trip Advisor Rating from 122 till 42.
- Successful execution of catering for 2000 people for 20th Asian Athletic Championship (2013) held at the city for 07 days (Holiday Inn Pune).
- Actively developed systems and procedures to improve guest satisfaction and achieved a score of 96% on online guest feedback.
- Proudly received the BEST EUROPEAN RESTAURANT AWARD consecutively for three years by TIMES FOOD GUIDE for THE GALAXY GRILL (Seasons An Apartment Hotel).
- Successful Opening and set up of two projects, Holiday Inn Pune and Seasons An Apartment Hotel Pune and proved the best product in the market.
- Successfully completed the online exam with 97% marks for RISK MANAGEMENT.
- Completed the FOOD SAFETY LEVEL 2 training program.
- Achieved the BEST EMPLOYEE OF THE YEAR in 2008.
- Achieved recognition for the BEST PUNCTUAL AWARD in year 2007.
- Three times awarded as the BEST EMPLOYEE of the month in year 2004 / 2005 / 2006.

## **IT Skills**

- Well versed with Office automation & Internet Applications.
- POS Operations and auditing in Hotel Operation systems by MICROS, INFRASYS, IDS, SHAWMAN, MATERIAL CONTROLS and OPERA.

## **Academic Credentials**

- Diploma in Hotel Management Catering Technology and Applied Nutrition, from Culinary Institute of India, affiliated by Ministry of Tourism, West Bengal in 2000-2003
- 06 Month Course in Computer Application from Cambridge School of Studies in 2003.

## **Industrial Training**

- 06 Month Industrial Training in all major departments at Holiday Inn Vadodara.

## **Personal Details**

Date of Birth : 24<sup>th</sup> March 1981

Marital Status : Married

## **Declaration**

I do hereby declare that all the above mentioned information is true and complete to the best of my knowledge and belief.

**Sunil Kumar**

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