## RESUME

### picturePRIYABRATA MANDAL

C\o- Mr. K. K. Mandal

Mallickbandh, Dahigoda, Ghatsila

Dist-East Singhbhum, Jharkhand

Pin- 832303

**Email**  **:** [**priyabratahm@gmail.com**](mailto:priyabratahm@gmail.com)

**Contact no :** +91 - 9975054977

**OBJECTIVE:** Seeking a challenging career and always prepared to give the best output to the organisation I will work for.

**WORK EXPERIENCE**

**Current**

**Company Name:** Humble UNA Smart Hotels, Amritsar. (A boutique hotel in the heart of Golden city, Amritsar with 42 keys along with banqueting area of 12, 500 sq. ft area & 05 F & B outlets.)

**Designation:** Food & Beverage Manager.

**Period:** Feb 2018 – Till Date

**Accountability To:** General Manager.

**Previous:**

**Company Name:** KEYS PRIMA Hotel Parc Estique, Pune.

**Designation:** Banquet Manager.

**Period:** April 2012 – Jan 2018

**Accountability To:** F & B Manager.

**Work Description:**

\* Responsible for the smooth operations of the Banquet operations & sales.

\* Responsible for the smooth operations of entire F & B department in absence of F&B manager.

\* Achieving the desired budget given by the management.

\* Responsible for periodic training of the staffs.

\* Looking after the staffing & orientation of the staff.

\* Guest Relationship.

**Company Name:** Evershine A KEYS Resort, Mahabaleshwar.

**Designation:** Jr.GSA. (Asst. Restaurant Manager)

**Period:** December 2010 – March 2012.

**Accountability To:** F & B Manager.

**Work Description:**

\* Assisting the F&B Manager in handling the smooth operations of the department.

\* Responsible to run the department in absence of the HOD.

\* Achieving & exceeding the desired sales target maintained by the management.

\* Maximizing the profitability thru staff motivation & training.

\* Looking after the staffing & orientation of the staff.

\* Budget forecasting for the Department

\* Guest Relationship.

**Company Name:** TIMES SQUARE, The Landmark Hotel, Hyderabad.

**Designation:** F & B Executive. (Banquet)

**Period:**  June 2010 – December 2010.

**Accountability To:** Food & Beverage Manager.

**Work Description:**

\* Taken-up the whole n sole responsibility of the Banquet Department

\* Achieving the desired sales target maintained by the management.

\* Maximizing the profitability thru staff motivation & training.

\* Looking after the staffing & orientation of the staff

\* Budget forecasting for the Department

\* Guest Relationship.

**Company Name:** Clarks Exotica Airport Hotel, Bengaluru.

**Designation:** Catering Assistant.

**Period:** September 2008 – May 2010.

**Accountability To:** Food & Beverage Manager

**Work Description:**

\* Responsible for all VIP's, guests concerns or elevated requests, front line assistance and operational consistency in the building.

\* To ensure that the customer promise is delivered and that customers are satisfied within the framework of financial targets set.

\* To ensure that guests receive high quality service

\* To ensure that the applicable regulations are complied.

\* To optimize the supply chain and the use made of raw materials.

\* Opening and closing of restaurant.

\* Train and lead team of food and beverage servers.

\* Running shifts, training and guiding, performance reviews of staff.

\* Active participation in menu launches & VIP events.

\* Update and maintain all restaurant management reports.

**Company Name:** Club Mahindra Holidays, Goa

**Designation:** Captain.

**Period:** October 2007 – September 2008.

**Accountability To:** Restaurant Manager

**Work Description:**

\* Training of the sub-ordinates & Preparing Training Reports

\* Preparing monthly duty roaster of the restaurant staff

\* Opening and closing of restaurant.

\* Doing the Inventory of the entire Restaurant items.

\* Present bills and accept payments.

\* Order restaurant supplies and equipments.

\* Update and maintain management reports.

\* Settle customer complaints.

**Company Name:** Club Mahindra Holidays, Goa

**Designation:** F & B Associate.

**Period:** September 2005 – September 2007.

**Accountability To:** Captain

**Work Description:**

\* Take reservations.

\* Greet customer, present menu, help customer to select menu items.

\* Take beverage orders and dispense them.

\* Suggestive selling of Food & Beverage.

\* Prepare cash receipts and other closing reports after the restaurant closes

\* Ensuring excellent customer service

**ACADEMIC CREDENTIALS:**

|  |  |  |
| --- | --- | --- |
| Examinations | Board/University | Year of Passing |
| H.S.C | Central Board of Secondary Education. | 1999 |
| +2 Science | Central Board of Secondary Education. | 2002 |

**PROFESSIONAL QUALIFICATIONS:**

|  |  |  |
| --- | --- | --- |
| 3Years Bachelors Degree in Tourism & Hospitality Services. | Indian Institute of Hotel Management & Catering.  Bhubaneswar. | 2005 |

**SKILLS**

\* Team management, leadership & team player.

\* A liking for organizational work.

\* Thoroughness.

\* Sensitivity to customers: good relationship skills.

\* Spirit of initiative.

**INDUSTRIAL EXPOSURE :**

\* Undergone 22 weeks training at Club Mahindra Holidays, Goa.

**PERSONAL PARTICULARS:**

Father’s Name: Sri Kali Krishna Mandal

Date of Birth: 15th March 1984

Permanent Address: C\o- Mr. K. K. Mandal

Mallickbandh, Dahigoda, Ghatsila

Dist-East Singhbhum, Jharkhand

Pin- 832303

Gender: Male

Marital Status: Married

Languages Known: English, Hindi, Bengali & Oriya.

# STRENGTHS:

\* Learning Potentials, & Convincing Power.

### \* Cool Temperament and a perfect combination of Interpersonal Skill &

Communication, Follow-ups, Product & Shop-floor knowledge, Sense of

Profitability and Leadership.

\* Maintain good co-ordination between seniors, Subordinate & Peers of

the organisation.

**HOBBIES:**

Listening to Music, Net-surfing.

**DECLARATION:**

I declare that all the above-mentioned informations are true and best of my knowledge & belief.

**DATE**:

**PLACE :** PRIYABRATA MANDAL.