

# **CURRICULUM-VITAE**

## **HIMANSHU ARORA**

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### **Current Job Profile**

Operations Manager –KITCHEN CLICKS

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### **Food and Beverage Professional**

An F&B Service professional with around 9 years of experience, and a hardcore operational guy with excellent track record, wants to obtain a good position in a dynamic work environment. That will allow me to utilize my education, interpersonal skills, and experience, where I can enjoy excellent opportunity for professional growth based on performance. And at the same time to learn and share my knowledge from my previous experiences.

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### **Work Experience**

- ❖ Operations Manager: Kitchen Clicks
- ❖ Restaurant Manager : The Reader's Cafe
- ❖ Assistant Restaurant Manager :Rivaaz café & Dinning
- ❖ Hotel Country Inn &Suites:Captain, Senior Steward,Steward ,Assistant Steward Sahibabad, Delhi NCR

### **Detailed Experience**

**Operation Manager & Business Development  
Kitchen Clicks  
D-Mall-Indripuram**

**7 April 2019 To Till Date**

### **Principal Accountabilities.**

- ❖ Organizing and implementing local restaurant marketing promotions to increase restaurant sale.
- ❖ Train Staff and Develop Shift Manager Through Orientations, ongoing Feedbacks, Performance Expectations and Conducting Performance Review.
- ❖ Responsible for effective management schedules and ensuring that all stores are properly staffed for all day parts and sale volume.
- ❖ Manage store's /café' P&L to optimize manageable Profit,control cost, Breakage,
- ❖ Spoilage, lab our and Controllable expense.
- ❖ Excise good judgment in decision-Making and Report issues to the director.
- ❖ Perform other duties and responsibility as required by director.
- ❖ Oversee and manage all areas of various stores and make final decisions on matters of importance.
- ❖ Carry out market research, competition and customer surveys every quarter.
- ❖ Plan and carry out direct marketing activities to agreed budgets,sale

volumes, value product mix and time scales.

**Restaurant Manager**  
**The Reader's Café**  
**Indripuram Habitat Center**

**10 July 2017 To 31 March 2019**

**Principal Accountabilities**

- ❖ Recruiting, Training and Supervising staff
- ❖ Agreeing and Managing budgets
- ❖ Planning Menus
- ❖ Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
- ❖ Promoting and marketing the business
- ❖ Overseeing stock levels
- ❖ Ordering supplies
- ❖ Producing staff rosters.
- ❖ Handling customer enquiries and complaints
- ❖ Taking Reservations
- ❖ Greeting and advising customers
- ❖ Problem solving
- ❖ Preparing and presenting staffing/sales reports
- ❖ Keeping statistical and financial records
- ❖ Assessing and improving profitability
- ❖ Setting targets
- ❖ Handling administration and paperwork
  
- ❖ Liaising with customers, employees, suppliers, licensing authorities and sales representatives
- ❖ Making improvements to the running of the business and developing the restaurant.

**Assistant Restaurant Manager**  
**Rivaaz Café & Dinning**  
**Vaishali Sector-4**

**7 Oct 2016 to 30 June 2017**

**Principal accountabilities**

- ❖ Recruiting, training and supervising staff.
- ❖ Agreeing and managing budgets.
- ❖ Planning Menus.
- ❖ Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
- ❖ Promoting and marketing the business.
- ❖ Overseeing stock levels.
- ❖ Ordering supplies.

❖ Producing staff Rota's.

**Food & Beverage Captain,  
Hotel-Country inn & Suites  
216 Rooms, 5 star Hotel**

**1 Oct 2015 to 30 Sept 2016**

**Principal Accountabilities**

- ❖ Taking order with suggestive selling & up-selling of high priced items & dishes.
- ❖ Interaction with guest & gaining customer delight through proper service & verbal interaction.
- ❖ Kept track on guest preference through maintaining guest history card.
- ❖ Responsible for inventory, requisition And month end inventory of crockery, cutlery, glassware & silverware.
- ❖ Affluent in Touché &IDS System of hotel software.
- ❖ Took a charge of point of sale and functioned as cashier of the shift

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**Team Leader/Senior Steward  
Hotel-Country inn & Suites  
216 Rooms, 5 Star Hotel**

**1 Oct 2014 to 30 Sept 2015**

**Principal Accountabilities:**

**Team Leader**

- ❖ Assisted manager in daily operations had liaised with staff, management and clientele at all levels.
- ❖ Food and Beverage operations front and back of house and assisting outlet Manager in all day to day activities.
- ❖ Set staff work schedules, oversees staff training and monitors staff performance.
- ❖ Maintains Guest History Card and update them and invite Guest as per the special occasion and keeping them informed about the Promotions in the Department.
- ❖ Provide the Best Customer service to Guest during their meal experience and checking for their satisfaction and comfort.
- ❖ Responsible for smooth functioning of the restaurant by allocating staff as and when required.

**Steward /Bartender  
Hotel-Country inn & Suites  
216 Rooms, 5 Star Hotel**

**1 Oct To 30 Sept 2014**

- ❖ Handled cocktails/Mocktails preparations, wineservice, guest complaints & guest orders.
- ❖ Worked at the one of the most happening Bar- 3B's
- ❖ Assisted Supervisor in everyday food and beverage operations, which included, order taking, service, billing etc.

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**Assistant Steward**  
**Hotel-Country inn & Suites**  
**216 Rooms, 5 Star Hotel**  
**Detailed Description of duties:**

**1 May -2012 To 1 Oct -2013**

Assisted Supervisor in everyday food and beverage operations, which included, order taking, service, billing etc.

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### **On The Job Training Experience**

Completed six months Industrial Training from **THE GRAND, NEW DELHI.**  
(March 2011 till September 2011)

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### **Educational qualifications**

#### **Professional**

- ❖ Completed 3 years degree in Hotel Management Catering & Applied Nutrition. From Punjab Technical University in year 2012.

#### **Academic**

- ❖ Completed 12th with Arts from C.B.S.E Board in 2009
- ❖ Completed 10th from C.B.S.E Board.

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### **Personal Details:**

Father's Name : Mr. Ramesh Arora

Residential Address : Sahibabad Ghaziabad.

Strength : Confidence patient & able to co- operates and handles Different & difficult situations.

Hobbies : Playing Cricket

Language : Hindi and English

Date of Birth : 08th Feb 1990

I hereby declare that the information given above is true to the best of my knowledge and belief and if I get a chance, I would definitely contribute positively for the growth of the organization.

Date:  
Place: New Delhi

Yours Sincerely,

