

SANJEEV JHA

Howrah West Bengal

India- 711106

India +91 7980438610

Email- sanjujha@live.com



PROFESSIONAL EXPERIENCE- Enthusiastic and hardworking professional with a positive and winning attitude and desire to deliver an exceptional experience. 15 years of experience in **operations and administration**, focused on setting high expectations and raising **service standards**. Dedicated, skill oriented and well-respected leader able to train and develop well organized team. PIC certified.

[Orion Group](#) - Kuwait- May 2018 to December 2020 (Due to Covid)

Food and Beverage Operation In-Charge/Manager

- ✓ Responsible for all five outlets **operational procedure** as per the Kuwait law.
- ✓ Dealing with all the suppliers for food, kitchen supplies and other supplies
- ✓ Solely in-charge of both kitchen and floor associates
- ✓ Creating menus and arranging food trials of all the items and then finalizing and selecting them for the menu
- ✓ Creating agreements with all the online food platforms- Talabat, Deliveroo and Uber Eats and arranging trainings for the associates
- ✓ Planning and coordinating administrative procedures and systems and devising ways to streamline processes
- ✓ Recruiting and training personnel and allocate responsibilities
- ✓ P&L Analysis
- ✓ Financial Management
- ✓ Strategic Planning
- ✓ Cost Analysis/Budgeting
- ✓ Marketing-through social media-Instagram/FB for restaurant promotion
- ✓ Negotiating and finalizing different vendors/suppliers for food products both fresh and dry
- ✓ Ensuring high standards of quality control, hygiene, and health and safety. HACCP
- ✓ Making weekly inventory and Schedules for all the associates
- ✓ Ensuring all customers who dine ins or take out are well satisfied through feedback and call-backs

[Howard Johnson Hotel](#)- Wyndham Bangalore- Nov 2016 – May 2018

Banquet Operations Manager

- ✓ Taking ownership for the business performance of the Banquets, outdoor catering, restaurants & bar.
- ✓ Training and development of the associate for their next level based on their performance.
- ✓ Creating food and wine menus and special wine promotions.
- ✓ Meeting, greeting and checking satisfaction for the guests and recommending food and wine selection.
- ✓ Ensuring guest satisfaction is adhered to at the maximum level.
- ✓ Assessing staff performance and provide coaching and guidance to ensure maximum efficiency
- ✓ P&L Analysis
- ✓ Financial Management
- ✓ Strategic Planning
- ✓ Cost Analysis/Budgeting
- ✓ Ensuring all equipment's and operational items are in good working conditions.

[Mathan Hotel](#)- Sterling Mac Dubai & Abu Dhabi – Sept. 2014 – Oct. 2016

Assistant Restaurant Manager

- ✓ Managing the day-to-day operation of the outlet in accordance with established policies and procedures.
- ✓ Creating monthly promotions in line with the market trends.
- ✓ Creating monthly targets for the reward programme to all the regular clientele.
- ✓ Ensuring perpetual inventory is updated on a weekly basis and managing discrepancies effectively.
- ✓ Creation of incentive plan for the outlet.

- ✓ Establishing and administering training programs within the outlet
- ✓ Directing the development and administration of controls for all phases of the outlet in an economical and profitable manner.

[The Chancery Pavilion](#) - 5*, 280 rooms, 9 F&B outlets, Bangalore, India March 2013 – August 2014

Assistant Banquet Manager

- ✓ Following daily event & flow chart.
- ✓ P&L Analysis
- ✓ Financial Management
- ✓ Strategic Planning
- ✓ Cost Analysis/Budgeting
- ✓ Handling guest for banquet query & taking bookings.
- ✓ Dealing with the guest for all sorts requirement for event indoor or outdoor.
- ✓ Making the NATPC (New Associate Training Profile Certificate) with all the other managers and organising it according to its training needs.
- ✓ Working with Chef to update the menus depends on the seasons.
- ✓ Prepared the sequence of service for the respective meal periods.
- ✓ Handling and checking the HOE (Hotel Operational Equipment) received and then creating a report for all the variances.

[The Lalit Ashok](#) - 5*, 180 rooms, 12 F&B outlets, Bangalore, India March 2011 – Feb 2013

Food & Beverage Executive

- ✓ Taking ownership for the business performance of the Banquets, outdoor catering, restaurants & bar.
- ✓ Training and development of the associate for their next level based on their performance.
- ✓ Supervising and co-ordinate daily operation of meeting/banquet set-ups and service
- ✓ Handling guest for banquet query & taking bookings.
- ✓ Dealing with the guest for all sorts requirement for event indoor or outdoor.
- ✓ Working with Chef to update the menus depends on the seasons.
- ✓ Prepared the sequence of service for the respective meal periods.
- ✓ Handling and checking the HOE (Hotel Operational Equipment) received and then creating a report for all the variances.

[The Zuri Whitefield](#) - 5*, 170 rooms, 8 F&B outlets, Bangalore, India March 2009 – Feb 2011

Team Leader (Restaurant & Bar)

- ✓ Manage all areas of the restaurant and make decisions on matters of importance to the guest service
- ✓ Responsible for ensuring that all financial invoices & daily reports.
- ✓ Schedule staff as necessary to ensure adequate and consistent levels of service.

[ITC Mughal Sheraton](#) - 5*, 320 rooms, 14 F&B outlets, Agra UP, India March 2006 – Feb 2009

Steward

[ITC Mughal Sheraton](#) - 5*, 320 rooms, 14 F&B outlets, Agra UP, India Sept. 2005 – March 2006

Industrial Trainee

Internship in F&B

QUALIFICATION

- ✓ 3 years Diploma in Hotel Management from AIHM, Calcutta, India (2004 to 2007).

OTHER SKILLS

- ✓ **Language:** Indie (Mother tongue); English (Fluent); French (Elementary).
- ✓ **Software:** Open Table; Micros; Fidelio; Opera; Oasis; IDS Microsoft Office (Word, Excel, Power Point, Access, Outlook).