



Surajit
Maity

OPERATIONS MANAGER



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India

AREA OF EXPERTISE

- ❖ Excellent interpersonal & organizational skills
- ❖ Strong customer service orientation and skills
- ❖ Excellent Time management skills
- ❖ Creative problem solving skills
- ❖ Clear, concise written and verbal communicational skills
- ❖ Demonstrated ability to lead by example
- ❖ Create courteous, friendly, professional work environment
- ❖ Strategic sales planning
- ❖ Ability to quickly evaluate alternatives and decide plan of action -Staff training & development
- ❖ Strong yield management skills & ability to instill those in others -Excellent safety and sanitation skills.

ABOUT

A highly motivated experienced, result oriented professional with demonstrated ability in Operations, Management, Sales analysis, forecasting as well as developing and maintaining effective relationship at highest levels.

EXPERIENCE

Knowledgeable food and beverage manager with over 20 years' experience in casual and fine dining hospitality establishments seeking position in upscale dining concept. Gifted motivator and leader comfortable with supervising service team of over 45 employees. Credited with implementing cost-savings measures which led to a 20 percent reduction in food waste. Comfortable in fast-paced environment to provide quality service for patrons while effectively mentoring new staff.

Hotel Levana Suites, Lucknow
31st Dec 2020 -Present

Operation Manager

- ❖ Completes all payroll related functions within Workday and the Career Tracking System, checking employee swipes, and issuing payment for upsell commissions
- ❖ Works with the Training department to ensure all service and regulatory related courses are completed in Insider Education and that all staff is fully compliant
- ❖ Assist with managing the delivery and measurement of guest service within assigned departments consistent with the company's core service standards and brand attributes
- ❖ Responsible for selection, training, supervision and success of all service employees including, Supervisors and Leads, Servers, Bussers, Food Runners, Bartenders and Hosts/Hostesses
- ❖ Overall financial performance including revenues, labor and expense for all front-of-house Restaurant operations. Also assist with overall Food & Beverage financial success including adherence to purchasing standards
- ❖ Develop and implement beverage menus. Create promotions, special offerings, event opportunities to drive bar and restaurant business
- ❖ Assist with managing the delivery and measurement of guest service within assigned department(s) consistent with
- ❖ the company's core service standards and brand attributes

Hotel Levana, Lucknow
26th Oct 2017 -15th Sep 2020

Food & Beverage Manager

- ❖ Budget preparation and cost analysis
- ❖ Event planning, marketing, and sales
- ❖ Excellent communication skills, including written and public speaking
- ❖ Independent leader with strong mentoring, supervisory, and motivational abilities
- ❖ Keen eye toward concept development and implementation
- ❖ Exceptional service-minded people skills
- ❖ Proficient in database, word processing, and POS software for all areas of hospitality marketing and management
- ❖ Adaptability in high-stress environments with ability to maintain composure and high level of professionalism
- ❖ Manage chef, kitchen staff, and service team of over 100 to provide stellar dining experiences to high-profile patrons.
- ❖ Oversee administrative tasks, including bookkeeping, training, equipment and food ordering, maintenance, and other needs as they arise.
- ❖ Maintain communication with management staff of hotel and corporate directors.
- ❖ Prepare annual and monthly budgets, cost analysis, employee performance reviews, and additional quarterly reports. Interact daily with hotel and dining guests to promote brand and accept feedback.

Q U A L I F I C A T I O N

1997-2000

Three years diploma in H.M.C.T & A.N from I.I.H.M, C, T Bhubaneswar. Orissa

1995-1997

W.B.B.S.E (Class XII) Keshiary High School, Midnapur (WB).

1993

W.B.B.S.E (Class X)Keshiary High School,Midnapur (WB).

C O M P U T E R
S K I L L S

- ❖ Working Knowledge of Microsoft Office 2007, Desk top publishing, Internet.

P E R S O N A L
D E T A I L S

Date of Birth - April 27th 1979

Nationality - Indian

Marital Status - Married

Leisure activities - Sports, Traveling & Music

Languages - English, Hindi, Marathi & Bengali

Hotel Sapna Clarksinn, Lucknow

10thAugust 2017 – 22nd

Oct 2017 Food & Beverage Manager

- ❖ Control payroll and equipment costs through efficient allocation of department budget. Oversee inventory management and requisition of materials and goods.
- ❖ Manage and direct kitchen and serving staff including weekly scheduling of shifts and facility stations. Conducted departmental meeting pre-shift and prior to events to communicate pertinent changes and direct staff accordingly.
- ❖ Promoted hotel accommodations and facilities through regularly interacting with guests.
- ❖ Held direct accountability for overall set-up break-down cleaning and food and beverage presentation and specifications for all company events.
- ❖ Interviewed selected trained and guided new Food And Beverage Department staff.

The Orbett Hotel, Pune

November2007 - 5th August 2017

Asst. General Manager

General management professional with over 17 years progressive experience in strategic planning, improving operational efficiency, team building and project management for hospitality industry. Able to quickly understand complex concepts, indentify and solve problems, turn ideas into logical strategies, and implement systems that optimize productivity and customer satisfaction, decrease vacancy rates and increase bottom line.

- ❖ Maximise efficiency of administrative processes by completing paperwork in a timely maner& ensuring proper filling of every paper.
- ❖ Consistently maintained best in the company cost of goods to budgeted goals.
- ❖ Optimese site processes to ensure high team performances.
- ❖ Work with team members to increase individual performances & set realistic.
- ❖ Determine areas of improvement for cost control & initiate charges.
- ❖ Reduce expenses by minimizing waste & allocating staff levels correctly.
- ❖ Define employee functions & keep individuals on task.
- ❖ Implement safety policies to reduce or climate incidents.
- ❖ Interviewed,hired& trained new staff.
- ❖ Responsible for all sales & operations.
- ❖ Leadership and People Management - attract, motivate, coach and develop team members
- ❖ Project Management - manage successful projects, risks, costs and project teams
- ❖ Financial Management - budget, forecast, review financial statements and manage business metrics
- ❖ Communication - communicate, project voice, speak with senior management and present
- ❖ Business Management - understand strategy, decision-making, workflow, and vital business function
- ❖ Senior Manager of unique casual dining restaurant franchise business responsible for all aspects including development, design, and long-term business planning. Specifically accountable for the development of company Human Resource and staffing procedures. Managing the daily operations including vendor sourcing, entertainment booking, and profit and loss for restaurant operation

Food & Beverage Manager

CUSTOMER SERVICE & STAFF DEVELOPMENT

- ❖ Built and maintained productive and harmonious relationships with all levels of personnel and clients.
- ❖ Maintained direct involvement with all alcohol and beverage distributors on upcoming marketing promotions and new products, as well as on all weekly and monthly inventory control.
- ❖ Expertly trained store managers at each location on all aspects of operations management, inventory control, time management, labor cost and food cost management, human resources, and accounting.

REFERENCES

Mr. Pranab Chakraborty

General Manager

Hotel Levana

Lucknow

Mobile No. +91 7607102407

Mr. Anil Saxena

Akanksha Hospitality Solutions

New Delhi

Mobile No. +91 9811564211

+91 9811564131

- ❖ Upheld constant communication with all parties for prompt resolution of any operational issues, management concerns, and/or emergencies.

GROWTH & DEVELOPMENT IMPACTS

- ❖ Rapidly delivered profitable services, and achieved and surpassed all budget guidelines in all scopes of job responsibility as beverage manager and director of food and beverage.
- ❖ Acquired Small Business Administration (SBA) loan after successfully establishing and presenting an extensive business plan, including a pro forma statement, marketing plan, and franchise history, to a commercial loan officer.
- ❖ Established a cooperative officer. advertising account among all local independent franchise owners in an on- going attempt to proactively increase sales.
- ❖ Pioneered and established solutions that significantly impacted bottom-line growth. Redefined brand relevance in
- ❖ today's chaotic markets.

The sagar Plaza, Pune

February 2005- September2007

Food and Beverage Senior Captain

- ❖ Solely responsible for the smooth functioning and management of Restaurant, Banquets and Room Service.
- ❖ Leading team of, Captains, Stewards and Trainees responsible for Food & Beverage Operations.
- ❖ Planning annual budgets, analyzing market trend, pricing and competitive strategies.
- ❖ Cost management- Introduced innovative systems and procedures to lower down food & beverage expenses.
- ❖ Training of Food & Beverage Service staff and motivating them from time to time.
- ❖ Attending to Guest suggestions, comments and complaints and rectifying the same ensuring quality customer service and satisfaction.

Central Park, PuneNovember

2004-February 2005

Food & Beverage Captain

- ❖ Successfully managed the entire operation of 4 banquet halls, one multicuisine restaurant of 62 covers and in room dining for 73 rooms.
- ❖ Designed and initiated training modules for team members.

Hotel Sagar Plaza, Pune

April 2003- November 2004

Food & Beverage Captain

- ❖ Handling entire Food & Beverage Operations with available resources.
- ❖ Building harmonious relationship with internal as well as external customer.
- ❖ Decision-maker in absence of Food and Beverage Manager.
- ❖ Allocating work to subordinates, making weekly assignments and taking staff briefing.

Holiday Inn, Ahmedabad, Gujarat

Sep 2000-Oct 2002

Food and beverage Steward.

- ❖ Unique food gallery having three outlets.
- ❖ Responsible for entire Banquet Operations.