

PREM KUMAR



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Location: Goa, India

Aims to scale heights in Hotel / Resort operations, Guest Relations, Facilities Management with an organization of repute; preferably in Hospitality Sector

- **CONSPECTUS** Over 22 years of qualitative experience in Operations encompassing Marketing, Front Office and F & B operations in the hospitality industry. Had associated with Hospitality Industry as a General Manager, proven track record of developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit. Expertise in designing & implementing training programs for bringing keen customer focus, high energy level and team spirit in the employees. Deft at streamlining the workflow and boosting the revenue. An effective communicator with excellent interpersonal & relationship management skills.

■ PROFILE SYNOPSIS

1. Improving the internal process to achieve bottom line profitability;
2. Handling and promoting team spirit within the organization;
3. Increasing departmental profitability and, the overall GOP of the Hotel/Resort.
4. Managing overall upkeep and maintenance of the entire department.
5. Liaising with Sales & Marketing team, monitoring of market trends & competition analysis.

■ AREAS OF EXPERTISE

▪ F&B Operations Management	▪ Rooms & F&B marketing	▪ Guest Service Management
▪ Banqueting	▪ Equipment Inventory Control	▪ Stock Maintenance
▪ Budgeting – F&B	▪ Payroll Cost Check	▪ Menu Planning
▪ Restaurant Promotions	▪ Sanitation Standards Maintenance	▪ Social Media Ranking
▪ Resource Planning	▪ Team Leadership & Training	▪ People Management

■ CAREER REVIEW

General Manager

Growth Path& Diverse Departments Exposure:

November 2020 – Till date Resort Manager | Bellflower Alidia Beach Resort, Goa

August '2019- Sept 2020 General Manager|1589Hotels and resorts, Hyderabad & Dharwad – Heading 3 units | 86 keys

June '2018- July '2019 General Manager | Eco stay Hotel, Amritsar

September '2016– May'2018 Banquet Manager- F&B Sales & Operation | Vivanta by Taj, Panaji,

September '2014 – Nov 2015 Food & Beverage Manager | Nanu Beach Resort Pvt Ltd

October '2013 – Sept 2014 Executive Assistant Manager | Humble Hotels, Amritsar

August '2011 – October'2013	Food & Beverage Manager Sandalwood Hotel & Retreat, Goa
December '2007 – July'2011	Restaurant Manager Food & Beverage Club Mahindra Varca Beach Resort, Goa
November'2006 – November 2007	Restaurant Manager Holiday Inn Resort, Goa
August'2005 – November'2006	Assistant Manager Food & Beverage The Kenilworth Beach Resort& Spa, Goa
April '2004– May'2005	Catering Assistant Taj Residency, Nashik
December '2001– April'2004	Food & Beverage Executive Tuli International, Nagpur

Key Deliverables:

Food & Beverage Operations:

- Preparing and monitoring of food & beverage budgets and maintaining appropriate documentation for sales, costs and inventory control for timely indenting of supplies
- Overseeing all aspects of Kitchen management including menu-planning as well as monitoring food production.
- Ensuring compliance with pre-set quality & hygiene standards as well as aesthetic presentation of food and beverages.

Department knowledge:

Food & Beverage Service, Front office, House-keeping, Food Production, Sales and Marketing

Facilities Management:

- Monitoring operational & ancillary departments of the hotel while safeguarding high hospitality standards; quality assurance, hygiene, safety & security
- Managing all aspects of facilities management.
- Ensuring highest standards of hygiene and cleanliness.
- Handling procurement of necessary equipment for banquet facility and of food items for the F&B department.
- Inventory planning for raw materials & spares, based on business requirements, utilization forecasts.
- Developing & reviewing month end management reports including beverage analysis & food analysis

F&B Management:

- Handling F&B day-to-day operations (Coffee shop, food selection, preparation, presentation and preservation, quality, test, and its nutrition) within budgeted guidelines and to the highest standards
- Participating in developing a yearly marketing plan - basis of the Food and Beverage Annual Marketing Plan.
- Advising the Food and Beverage Manager on identifying Marketing & Public Relations opportunities to increase awareness and ultimately business
- Ensuring proper & legal alcoholic beverage service, kitchen safety techniques and occupational safety practices

Guest Handling:

- Establishing a rapport with guests and Rooms as well as F&B/ customers on selecting suitable food& Beverage items
- Ensuring maximum guest satisfaction by providing authentic hospitality to each & every guest and closely interacting with guests to understand & fulfill their requirements
- Conducting the customer experience evaluations as per the identified requirements of client / guest

Inventory Control:

- Establishing sufficient inventory levels, conducting physical verification of stock, implementing inventory control methods and performing monthly inventory checks on all operating equipment and supplies
- Tracking all purchase orders & requests within desired quality & budgetary parameters

Team Mentoring & Coordination:

- Working closely with multidisciplinary team while regulating staffing as per fluctuating workloads

- Providing training to staff members to ensure smooth running of shop floor activities while carrying out performance Appraisal/ Management of the staff in the department
- Supervising food & beverage service team as per operating policies by creating a positive team atmosphere

People Management / Training Development:

- Imparting appropriate In-house training on Service Excellence and Teamwork to support service staff.
- Organizing and conducting practical and theoretical training programs, to enhance skills and motivational levels
- Handling various aspects of HRM, Staffing, Recruitment, Performance Review and Appraisal

SIGNIFICANT HIGHLIGHTS:

- Had started molecular mixology in Taj Residency, Nasik
- Have achieved the budget of Food & Beverage in various organization.
- Contributed towards achievement of highest Employee Engagement Survey Score (2004 and 2017)
- Earned various Awards (Diamond & Platinum) for delivering excellent service, attaining set targets and getting positive feedback & numerous appreciations from Guests
- Absence of General Manager handled the entire unit and directly reported to CMD of company and appreciated for revenue as well as guest satisfaction
- Appreciated for best sales techniques in various organization.
- Also, best Indian restaurant awards for Frontier post in 2002 from Times Food Awards at Tuli International, Nagpur
- Played an imperative role in conceptualization & implementation of service standards and new promotions at Pancharatna Multicuisine Restaurant ; ***Impact:*** experienced the surge in revenue and uplifted GSTS scores
- Have increased the Medallia scores in Taj from 48% to 64%.
- We have achieved a score of 93% for LQA
- Have achieve 100% scores for Johnson Diversely audit (Hygiene Audit)
- Done the outdoor catering of 3000+ for 3days for all three meals and personnel butler of Mr. Narendra Modi
- Appreciated many communication platforms in terms of PR of guest as as social media

EDUCATION & CREDENTIALS

Diploma in Hotel Management

RIHM, Jamshedpur

1995- 1998

Intermediate

BIEC 1996-1998

Industrial Training:

Taj Lake Place, Udaipur

1997

IT Skills:

Conversant with MS Office Suite (Word, Excel & PowerPoint) and Internet Applications

PERSONAL DETAILS

Date of Birth: 1st March, 1979

Linguistic Abilities: Hindi & English

REFERENCES

Available on request