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Date of Birth: October 14,1987,
Marital Status: single
Passport No: K8136151, west-bengal -

Nationality: Indian

Professional Background:-

Work professional for the past 15 years in F&B service in the level of management trainee
Grew to the level of Operation Manager

My past experience & skills combined with my history of getting things done within a stipulated time frame makes me a most suitable asset for any hospitality sector



Core Competencies:

General Management

- ⇒ Strategy / Planning
- ⇒ F&B Operation
- ⇒ New Initiatives
- ⇒ Training & SOP
- ⇒ Resource planning & utilization

Profit Centre Management

- ⇒ Budgeting
- ⇒ Waste & quality control management
- ⇒ Revenue Generation
- ⇒ Target Oriented
- ⇒ Profit Maximization
- ⇒ Cost optimization

Sales & Marketing

- ⇒ Initiating promotions
- ⇒ Creating Customer relation through repeat business.
- ⇒ Organizing planning food festival& hosted events.
- ⇒ Relationship management with various stakeholders
- ⇒ Sales promotions
- ⇒ Client servicing
- ⇒ Product/restaurant launches

- ⇒ **Cross selling**:- Advertising the availability of other hotel services for example a dinner menu providing information about Sunday brunch also Cross selling on room service menu to help F&B profitability.
- ⇒ **Hotel Events**:-Organizing functions served which are complimentary to invited guests because costs are born by event's sponsor.
- ⇒ **Operating Issues**:- Handling operating issues with skill and competence in order to solve dissatisfaction issues. Maintaining strict cash / Bill to company / NC record procedure to avoid fraud& manipulation.
- ⇒ **Catering & Banquets**:- Have the ability to plan and deliver a wide variety of types and sizes of banquet events sold by a sales person. My motto being and i know from experience focus on what you do best and eliminate the rest.
- ⇒ **Contribution margin**:- Schedule food production staff to reduce the "Peaks & Valleys" in labour that often occur during respectively busy and slow periods in dining room operations.
- ⇒ Possess the unique quality of **handling high pressure environment** with ease and open mind. efficient communication skills to present point precisely to listeners.
- ⇒ Experienced in creating, implementing and reviewing business processes in line with best industry practices across departments of hotel.

Hotel Prism and Resorts
Joining as to operation manager

January 01th 2019 – Till Date...

Property details: 131 keys full serviced outlet Oasis
1800sq feet one outlet & Three banquet facilities (Approx 10000sq)

Key Responsibilities

- Responsible for maintain service standard procedures as per brand values.
- Responsible for achieving desired restaurant target goals as per management guidelines.
- Responsible for restaurant budget estimated actual & taking co-corrective action in order to reach desired goals.
- Responsible for kitchen production quality control measures and menu planning / pricing in-house company groups , Vendors & guest's
- Maintain a checklist for all areas of inspection and concern
- Prepare management variance and financial reports periodically
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Major Achievements

- Have trained non- hospitality personnel in service procedures & quality standards emphasis on quality service being a key to our success.
- Ensured business increase through various packages and discount and tie up with other establishments and increased revenue
- Increased take a ways by having calls made to establishments offices in the vicinity and having meal menu list inserted in local newspapers
- Improved banquets sales by arranging for training programmes and fraternity groups contacted for their annual meets and

Pancard clubs Limited (A Division of the PANORAMICGROUP)
Operations manager...

September 23rd 2016 – December 10th 2018

Property details: 45keys full serviced outlet s
1600sq feet one outlet & Two banquet facilities (Approx 8000sq)

Key Responsibilities

- Responsible for heading a team of 14 people
- Responsible for restaurant cost controls and inventory level management
- Monitored hygiene methods in both service and production
- Responsible for ordering storing and requisition
- Ensuring all equipments are in order and serviced timely
- Maintaining quality levels

Major Achievements

- Through strategic customer relations Managed to increase occupancy by 80-85%
- Worked together with the F&B Manager Increased revenue through strategic menu planning pricing and promotions .increased revenue from Inr 3.5 lacs to 8.5lacs
- Organized improvement in property management system by coordinating with the Pms system operators to ensure certain options not featured were rectified
- Used the conservation principle that calls for Recognizing expenses as soon as possible. And recognition of revenues until they are ensured
- Developed also used the materiality principle events or information must be accounted for if they made a difference
- Analysed operating ratios and there effects on occupancy so as to control and have rate agreements drafted.
- Recruit hire and train and promote for service

Hotel Meuse Jupiter (Nashik - Maharashtra) – March 2010 till June 2016

Position:- Joined as a Asst. Banquet Manager Promoted to Asst. F&B manager.

Business class luxury hotel having 74 rooms, with 3 F & B Outlets, One multi-cuisine Restaurant, One Poolside Restaurant, One Liquor Lounge and 03 Banquets & 04 Party Lawn. Meuse Jupiter is a Well Known hotel of Nashik, Popular for Corporate and Social Events.

Key Responsibilities

- Handling a team of 48 comprising of Restaurant manager, Banquet manager, captain, Stewards & Runners
- Being responsible for Business boost, guest welfare & Satisfaction
- Assisting the Manager in Sale enhancement Projects
- Maintaining Standard Operating Procedures
- Ensuring the set responsibilities and Duties
- Excellent interpersonal, communication, team building & customer relationship management skills with extensive experience in recruitment, training & development of the workforce
- Abilities in Restaurant management including maintaining Food Cost, wastage management, Making P&L, also the high food safety and hygiene standard

Major Achievements

- Managed in absence of F&B manager Banquet party of upto 10000 guest's
- Trained staff in standard & operational procedures .
- Ensured repeat business generated by properly managed F&B department which is important to the hotel overall financial success.
- Ensured 25% wastage control through planned procedures while managing resources.
- Have turned around restaurant / in-house catering revenue through strategic plans and promotions from Inr 75 lacs to 1.5Cr per month
- Generated OTC(Out Door catering) business and increased revenue through this segment by 55%.

Hotel Laxmi Niwas Palace.:-

Position:- Joined as a Management Trainee Promoted as a Sr. Caption.

A very prestigious and up market 5 star luxury heritage property is the "HAVELI" kingdom of today's world with 80 luxury rooms, 5 multi cuisine restaurant, 1 Bar, function & banquet floors, shopping arcade with antique shop and desert safari facility.

Key Responsibilities

- Practical work exposure in various departments such as F & B , Guest Services, Kitchen , Housekeeping , Travels etc
- Learning hotel operations and executing, supervising
- Assisting juniors with their duties and responsibilities

Major Achievements

- During my tenure was recognized and promoted my peers who saw potential and due to my diligent and smart working was able to have a quick growth in my career

Academia

- ➔ **Higher secondary Pass**
- ➔ **Crash Course** in Food & Beverage Service and Catering from **Adrahati B.S Sikha Niketan** (West Bengal)
- ➔ **One & Half years diploma** in Hotel Operations (F & B Service) from **Newton school of Hotel management Karnataka University** (west-Bengal)

Trainings & Workshops Attended

- ➔ Banquet Contract & Billing policies
- ➔ Beverage Handling
- ➔ Call brand, house brand & premium brand beverages handling.
- ➔ Room service profitability concerns.

IT

Operating System's DOS 6.2, MS Windows, XP Professional

MS Office Packages: Word, Excel and Power Point

Hotel Systems:

- IDS (Information Data System)
- RCSS (Hotel Software)
- Fourth Dimension Hotel Software
- Innky PMS Hotel Software