

## **NITIN KAPOOR**

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### **CAREER OBJECTIVE**

To become an effective team player and work effectively towards achieving the goals of the organisation I work for.

### **PROFESSIONAL EXPERIENCE**

Worked as a Manager Food and Beverage with **Medanta-The Medicity, Gurugram** from Feb-2022 to June -2023.

#### **JOB RESPONSIBILITIES**

- Overall responsible for IPD(In patient department)
- Handling patient complaints
- Responsible for RCA( Root cause analysis) and CAPA ( corrective action preventive action) reporting
- Responsible for managing key performance indicator s for F&B
- Responsible for Training and development program
- Quality management for food

**Paras hospital Gurugram** since July 2016 to Jan 2022 as a Manager F&B

#### **JOB RESPONSIBILITIES**

##### **Food Cost Control**

Identifying the potential area for controlling the cost of food production without compromising the quality and standard.

Implementing the strategies for getting maximum out of minimum.

Continuous training for maintaining LIFO and FIFO

##### **Training and Development**

Training and monitoring the performance of team members to ensure efficiency in service and operation with the meeting the standard of the company. Conducting Regular training and meetings to understand the operational issues, diagnose and giving solution and streamlining process to ensure smooth functioning and trouble free operation.

##### **Manpower Management**

Effective utilization and deployment of available manpower in most professional way to get the maximum output without maximizing the manpower cost with enhanced customer services standards.

### Quality Management

Strong check over quality management whether it is vendor, Raw Material , Manpower, Finished Product, Service quality, Record Keeping . in line with standard of NABH guidelines.

### Floor Supervision & Trouble shooting

Self Believer of being a confident floor Supervisor, Believing in close interaction with the clients listen to their feedback and quick into action for shooting their trouble to make their stay comfortable, strongly believe that nothing is impossible with positive attitude.

**Fortis Flt.Lt. Rajan Dhall Hospital**, A Unit of **Flt.Lt.Rajan Dhall Charitable Trust** since June 2013 – July 2016 as an Senior Supervisor F&B

### **JOB RESPONSIBILITIES**

- Handling a shift.
- Allocation of the duties for all the staff.
- Organizing buffet, table set ups.
- Maintaining all necessary information, registers and inventories.
- Holding the stations during operations.
- Conducting daily briefing.
- Quality check ensuring proper Hygiene Standards
- Check of Raw Material Stores
- Organizing special functions and parties.

**Max Healthcare Ltd**, A Unit of **Max India Ltd** Nov 2009 - March 2012 and May 2012 June 2013 as an F&B Executive.

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**KWALITY EXPRESS**, New Delhi, India (A unit of KIC food product Pvt.Ltd). May 2007 - Nov 2009

As a Unit Manager at Kwalifty Express Gurgaon: a quick service restaurant.

### **JOB RESPONSIBILITIES**

- Responsible for overall day to day operation.
- Maintain a high level of customer satisfaction and quality standards.
- Planning & coordinating menus.

- Checking stock levels & supplies.
- Maintaining high standards of quality control, hygiene, health & safety.
- Responsible for solving customer queries & advising them on menu.
- Recruiting, training & motivating staff.

**PIZZA HUT**, New Delhi, India (Yum Restaurants International, Worlds Largest Restaurant Chain).

December 2005 – March 2007

As a crew member at Pizza Hut GK-1: a dine-in, delivery and carryout restaurant.

#### **JOB RESPONSIBILITIES**

- To provide each customer a reason to return.
- To adhere to the standards lay down by YUM INTERNATIONAL.
- To work effectively towards saving costs.
- Take weekly and monthly inventories.
- To work as a team towards achieving 100% CHAMPS.

**OLIVE BAR & KITCHEN**, New Delhi, India (Worlds Best New Restaurants 2004 Conde Nast Traveler).

March 2004- September 2005

As a F&B asst. at Olive Bar & Kitchen, a fine dine-in restaurant.

#### **JOB RESPONSIBILITIES:**

- To ensure quality service to every guest in the restaurant.
- To up sell wines and daily specials.
- To adhere to standard operating procedures.

**PIZZA HUT**, New Delhi, India (Yum Restaurants International, Worlds Largest Restaurant Chain).

September 2002 To March 2004. As a crewmember at Pizza Hut, Vikaspuri: a dine-in, delivery and carryout restaurant.

#### **ACHIEVEMENTS**

- Received **Customer Maniac Recognition** in **March 2003**.
- Received the **Best Employee** award in **February 2004**.
- Received the **Best Employee** award in **September 2012**.

#### **EDUCATIONAL QUALIFICATION:**

Diploma in Hospitality Management from RIHM Meerut.

#### **PERSONAL DETAILS:**

<b>DATE OF BIRTH</b>	21 <sup>st</sup> July 1979
<b>MARITAL STATUS</b>	Married
<b>SEX</b>	Male

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