

**AVIJIT BARMAN ROY**

**NEAR KARAMA METRO STATION**

**BEHIND KARACHI DARBAR**

**1ST FLOOR**

**FLAT NO: 9**

**VILLA NO - 428**

**055 283 6655 /052 861 8964 (M)**

**roy197748@gmail.com**

**CARRIER OBJECTIVE:**

TO ACHIEVE HIGH CARRIER GROWTH THROUGH CONTINOUS LEARNING PROCESS.

**WORKING EXPERINCE:**

**Worked as Cost Controller n Purchase officer at Hamptons Cafe from Feb’2020 to Apr’2020**

**Worked at Mayfair Hotel as F & B Manager from April,2019 to January,2020**

* **Manage all Food and Beverage Outlet operations**
* **Maintain exceptional levels of customer service**
* **Ensure compliance of brand standards**
* **Recruit, manage, train and develop the Food and Beverage team**
* **Manage guest queries in a timely and efficient manner**
* **Work within budgeted guidelines in relation to Food, Liquor Costs and Payroll**
* **Set departmental targets and objectives, work schedules, budgets, and policies and procedures**
* **Develop menus with other members of Food and Beverage team**
* **Accountable for monthly stock takes**
* **Incentivise team members to maximize sales and revenue**
* **Carry out annual and mid-year appraisals with Managers under your responsibility**
* **Evaluate guest satisfaction levels with a focus on continuous improvement**
* **Ensure communication meetings are conducted and post-meeting minutes generated**
* **Be environmentally aware**
* **Assist other departments wherever necessary and maintain good working relationships**
* **Comply with hotel security, fire regulations and all health and safety legislation**
* **Develops and manages all financial, employee engagement and guest satisfaction plans and actions for Food and Beverage departments.**
* **Maintains a positive cost management index for kitchen and restaurant operations.**
* **Utilizes budgets to understand financial objectives.**
* **Manages the Food and Beverage departments (not catering sales).**
* **Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence.**
* **Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.**
* **Oversees all culinary, restaurant, beverage and room service operations.**
* **Creates and nurtures a property environment that emphasizes motivation, empowerment, teamwork, continuous improvement and a passion for providing service.**
* **Provides excellent customer service to all employees.**
* **Responds quickly and proactively to employee's concerns.**
* **Provides a learning atmosphere with a focus on continuous improvement.**
* **Provides proactive coaching and counseling to team members.**
* **Encourages and builds mutual trust, respect, and cooperation among team members.**
* **Ensures and maintains the productivity level of employees.**
* **Develops specific goals and plans to prioritize, organize, and accomplish your work.**
* **Provides the leadership, vision and direction to bring together and prioritize the departmental goals in a way that will be efficient and effective.**
* **Sets clear expectations with the employees and team leaders and ensures that appropriate rewards are given if expectations are exceeded.**
* **Provides excellent customer service.**
* **Responds quickly and proactively to guest's concerns.**
* **Understands the brand's service culture.**
* **Ensures that all employees, team leaders and managers understand the brand's service culture.**
* **Sets service expectations for all guests internally and externally.**
* **Takes ownership of a guest complaint/problem until it is resolved or it has been addressed by the appropriate manager or employee.**
* **Ensures all banquet functions are up to standard and exceed guest's expectations.**
* **Provides services that are above and beyond for customer satisfaction and retention.**
* **Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.**
* **Serves as a role model to demonstrate appropriate behaviors.**
* **Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.**
* **Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.**
* **Conducts performance reviews in a timely manner.**
* **Promotes both Guarantee of Fair Treatment and Open Door policies.**
* **Identifies the developmental needs of others and coaches, mentors, or otherwise helps others to improve their knowledge or skills.**
* **Identifies the educational needs of others, develops formal educational or training programs or classes, and teaches or instructs others.**
* **Develops an action plan to attack need areas and expand on strengths based on employee engagement and guest satisfaction results.**
* **Complies with all corporate accounting procedures.**
* **Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.**
* **Analyzes information and evaluates results to choose the best solution and solve problems.**
* **Ensures effective departmental communication and information systems through logs, department meetings and property meetings.**

**AGM GASTRO RESTAURANT LLC**

**JLT**

 **CLUSTER F**

 **HDS TOWER**

 **WORKED AS PURCHASER & COST CONTROLL OFFICER**

**CRAB TAVERON & SPIRITO LOUNGE BAR & RESTAURANT IN MEDIA ONE HOTEL, LEVEL - 9**

 **PEACH RETAIL LLC**

 **BURLINGTON TOWER**

 **NEAR OBEROI HOTEL**

 **BUSINESS BAY**

 **HAVING 24 RESTAURANT IN UAE(CITY DELI/MASALA POT/ALL STIR FRY/FRENCH**

 **BAKERY/LONDON DAIRY/PEACH GROCERIES/CENTRAL KITCHEN/PITA POCKETS**

 **FROM 07.02.2016 TO 25.07.2016 AS A COST CONTROLLER**

 **REASON OF RESIGN: NON PAYMENT OF SALARY LAST 5 MONTHS & COMPANY CLOSED**

 **GODIVA CHOCOLAITER LLC**

**EMMAR BUISNESS PARK**

**BUILDING NO: 3 , UNIT NO : 206**

**FROM 28TH OCT2014**

**AS A COST CONTROLLER**

**SOMEWHERE HOTEL APARTMENTS**

 **NEAR DEIRA CITY CENTRE**

 **FROM 22TH OCT13**

 **AS A COST CONTROLLER**

**Q-GOURMENT LLC,**

 **SHARJAH**

 **5TH FLOOR**

 **2XL FURNITURE**

 **FROM 01ST MAY12  01ST OCT13**

 **AS A COST CONTROLLER.**

THEY HAVE 04OUTLET, NAME **PIZZARO** RESTAURANT IN UAE. THEY ARE GOING TO OPEN ANOTHER 06 OUTLET IN NEXT SIX MONTH.

THEIR AIM IS 07 OUTLET IN 07 EMIRATES.

 **ORGANISATION: ROYA INTERNATIONAL**

 **SHANGRILA HOTEL**

 **06TH FLOOR,**

 **SHAIKH ZAYED ROAD**

 **DUBAI**

 **DURATIION : FROM 13TH OCT’11  09TH APR12**

 **DESIGNATION : COST CONTROLLER**

**Responsibilities**

 Preparing the costing for recipes and menus prepared by the Executive Chef and suggests the selling price.
 Performing test checking on the receiving of goods at the hotel and to see that the procedures are followed correctly.
 Preparing Daily Flash Report of food costs.
 Attending major banquet or depute the clerk to monitor the head count. Report to be made day to day basis.
 Verifying daily outlet void control sheets/Checks
 Verifying outlet open item report to see that correct pricing has been applied and take necessary action in input the recurring items in the POS system with IT team support.
 Randomly test the inventory of outlets by reconciling the opening stock with the closing stock, taking account of store issues and sales.
 Verifying and approved outlet food & beverage requisitions and forward them to Stores.
 Scrutinizing purchase and stores requisitions for special events.
 Verifying and control complimentary bar order forms, F&B cost and fruit baskets in the rooms etc.
 Posting and file inter outlet food transfers.
 Verifying daily receiving report.
 Verifying and record beverages and samples received at free of cost.
 Review and verifying spoilage.
 Analyze and prepare entertainment, complimentary, employee relation & employee meals cost at month end.
 Preparing inventory variation report.
 Preparing cost controllers report.

**. ORGANISATION: MARCOPOLO HOTEL  DUBAI (A leading 4 star hotel)**

 **DURATIION : SINCE SEPTEMBER09  OCTOBER,2011**

 **DESIGNATION : ASSISTANT F & B CONTROLLER**

**Responsibilities**

 Preparing the costing for recipes and menus prepared by the Executive Chef and suggests the selling price.
 Performing test checking on the receiving of goods at the hotel and to see that the procedures are followed correctly.
 Preparing Daily Flash Report of food costs.
 Attending major banquet or depute the clerk to monitor the head count. Report to be made day to day basis.
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**ACADEMIC QUALIFICATION**: B.COM (PASS) IN THE YEAR 1998 FROM C.U

**COMPUTER PROFICIENCY:** WINDOWS,MS OFFICE,EXCEL, FACT,INTERNET,

**WORKING SOFTWARE:** HOTEL SOFT, SHAWMAN, IDS SOFTWARE SYSTEM, MICROS,FMC

 **DATE OF BIRTH : 15TH MAY, 1977**

 **LANGUAGES KNOWN : ENGLISH, HINDI, AND BENGALI**

 **PASSPORT NO : T0666742**

**SIGNATURE DATE:**