

TAPAJIT BHATTACHARJEE

Food & Beverage Operations | Sales | People Management

offering **nearly 18 years** of experience in **Food & Beverage Operations** with hands-on experience in training 96 diverse teams of Service, Production & Stewarding, which includes Chief Steward, Restaurant Manager and Bar Manager.



Profile Summary

- **Restaurant Operations Specialist** with a successful career with specialization in **Indian, Seafood, Italian, Chinese, Thai and Med Cuisines**
- Skilled in creating service standards, operational policies & guidelines for maintaining quality & hygiene quality standards
- Comprehensive experience in managing entire gamut of Food & Beverage operations including menu-planning, monitoring food production and monitoring food processing & aesthetic presentation of food and beverages for the purpose of ensuring compliance with quality & hygiene standards
- Strong business acumen, executed a wide range of strategies to establish market presence and increase revenues and profitability for the F&B products
- Proven skills in **sourcing F&B products, brand building & communication, marketing, conducting various F&B launches** and establishing strong primary and secondary network for the same
- Profound sensitivity to multi-national cultures & consumer behavior with skills in interacting with customers from different nationalities, meeting their requirements through efficient customer managing skills & moulding plans according to their feedback
- Developed competency in developing SOPs as well as establishing a performance-driven culture that ensures liability and personal ownership, training the juniors & developing service standards
- Acted as the **HACCP Leader with certificate of the F&B Team and Enforcer**

Contact

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Core Competencies

F & B Operations

Restaurant Operations

P & L Management

Budgetary Control

Inventory Management

Sales & Marketing

General Administration / Facility Management

Strategic Planning

Team Building & Leadership

Academic Details

- Diploma in Hotel Management, Catering Technology and Applied Nutrition from Institute of Hotel and Restaurant Management (Approved by AICTE, Ministry of H.R.D., Govt. of India), Kolkata in 2004

Notable Accomplishments Across the Career

- Signed up companies like Zomato, Swiggy and other discount promotional activities to increase the visibility of the outlets under me by 80%
- organized special festivals / events such as Corporate meeting, corporate team lunches, Wedding showers, ladies night, new year's eve promotion which resulted in more events and group bookings for the hotel
- Key role in taking new initiatives such as opening new Filipino club, Russian Lounge and changing theme for the existing restaurant which resulted in attracting more crowd at the hotel
- Recognized for identifying & developing new vendors which led to the reduction in cost by 50% since joining
- Pivotal in taking measures like training the staff on day to day basis and making them updated with the current market trends to improve operational efficiency and reduced waste management through the same
- Creating budget and forecasting for all F&B activities in the hotel, preparing restaurant menu & wine list
- Credit of creating promotion menus for special occasions
- Menu Engineering and cost control
- Bagged the awards such as:
 - Employee of the Month Award in Emirates Palace
 - Best Newcomer Award in Burj Al Arab Hotel

Organizational Experience

Jan 2024 -- Current
Food and Beverage Manager
Taj Tirupati

- Responsible for overall operations of F&B including 3 Restaurants, 01 Lounge and Bar, In Room Dining, and Banqueting.
- Managing 26 Cr. F&B business.
- Work with F&B Leadership team to develop and implement promotions, new menu offerings showcasing Craftsmanship.
- Align and realign the F&B strategy to adapt to the ever changing environment, to enhance and position the brand by offering a variety of options and avenues for revenue generation.
- Liaise with PR and Marketing to strategize and promote F&B outlets and engage with the guest database.
- Promoting the takeaway platform for the hotel to drive revenues and partnering with multiple parties to improve the same.
- Involved in the Annual Budgeting for the division and the forecasting on monthly basis.
- Manage food and beverage costs for the division ensuring profitability at the same time maintaining the best quality within the resources available.
 - Achieved high scores on the employee engagement survey by ensuring the team is motivated and engaged through continuous communication throughout the time of the pandemic.

December 2022 – January 2024
Food and Beverage Manager
DoubleTree by Hilton Panaji , India

- Responsible for overall operations of F&B including 3 Restaurants, 01 Lounge and Bar, In Room Dining, and Banqueting.
- Work with F&B Leadership team to develop and implement promotions, new menu offerings showcasing Craftsmanship.
- Align and realign the F&B strategy to adapt to the ever changing environment, to enhance and position the brand by offering a variety of options and avenues for revenue generation.
- Liaise with PR and Marketing to strategize and promote F&B outlets and engage with the guest database.
- Promoting the takeaway platform for the hotel to drive revenues and partnering with multiple parties to improve the same.
- Involved in the Annual Budgeting for the division and the forecasting on monthly basis.
- Manage food and beverage costs for the division ensuring profitability at the same time maintaining the best quality within the resources available.
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July 2019 – August 2022
Food and Beverage Manager
Kenilworth Hotel and Resorts, Goa India

Role:

- Achievement of budgeted food sales, beverage sales, labour costs and profitability.
- Timely analysis of Food & Beverage Prices in relation to competition and also look after all food and beverage procurement requirement.
- Responsible for staff management, guest interactions, office administration duties, vendor communications, and labor costs.
- Responsible for Banquets, In-room Dining and all hotel outlets
- Well versed with handling multiple large events and proper staff allocations.

Trainings

- Intermediate Certificate in Wine & Spirit Course organized by Emirates Palace
- Intermediate Food Hygiene Course from TUV NORD Middle East
- Quality Services Personal –In-Charge (PIC) Level 3
- Firefighting Course
- Emergency First Aid
- Full Range Transformational Leadership Development
- Course and Service Excellence (Wow Factor)
- Train the Trainer
- Group Trainer
- Peak Performance Management
- Food & Beverage Upselling & Food Cost Awareness
- Communication Skill
- Complaint Handling
- Oberoi Airport Service in Netaji Subhas Chandra Bose International Airport in F&B Service for one month Skill Development Program
- Industrial exposure at Taj Ford Aguada Beach Resort Goa for six months in all major departments from October 2002 to March 2003

IT Skills

- MS-Office (Excel / Outlook / PowerPoint/Word) Fidelio, Micros and FBM, IDS

Previous Experience

September' 2017 – February 2019

GoldState Hotel, Dubai as Food & Beverage Manager

Apr'2014 – August'2017

Al Khaleej Palace Hotel, Dubai as Assistant Food & Beverage Manager

Jun'2012 – Apr'2014

Donner Express Restaurant, Dubai as Restaurant General Manager

May'2010 – April'2012

Kempinski Hotel Mall of the Emirates, Dubai as Assistant Restaurant Manager – Kgrill (Mediterranean & Steak House Restaurant)

Jan'2008 – May'2010

Emirates Palace, Abu Dhabi, UAE

Growth Path:

Restaurant Captain - Sayad “Fine Dinning Seafood Restaurant” Jan'08 – Jan'09
Restaurant Supervisor- Sayad “Fine Dinning Seafood Restaurant” Jan'09-May'10

Jan'2006 – Jan'2008

Burj Al Arab, Dubai, UAE as Waiter – Al Mahara “Fine Dinning Seafood Restaurant”

Aug'2004 – Dec'2005

Park Hyatt Goa Resort and Spa (India) as Waiter - Market Grill Restaurant (Seafood Fine Dinning)



Soft kills

Personal Details

Date of Birth: 4th January 1982

Nationality: Indian

Languages Known: English, Hindi, Bengali

Passport Details: No. Z 2055385 (Valid till 26/06/2030)

Place: Kolkata, India