



Curriculum Vitae

Personal Data

Name:	William Gonsalves
Date of birth:	27.08.1962
Marital status:	Married
Health:Excellent,	non-smoker
Nationality:	Indian passport holder
Languages:	English mother tongue, Hindi, Bengali, Arabic, Kurdish, French, Portuguese, Konkani
Home phone no:	+ 9103322118957
Office phone no:	+ 919836279774
Mobile phone no:	+ 919051467152
E-mail office:	edwardgonsalves223@gmail.com
E-mail private:	willy_alfa@rediffmail.com

Personal Profile

I have more than 27 years of experience in the hospitality industry. I have worked in Europe (Ambassador Group of Hotels-Cyprus) as student/industrial training, and have spent time working in India, Far east & the Middle East, South East Asia, Asia Pacific I am a conscientious, detailed and organized worker, and am able to adapt readily to different cultures. I have strong financial acumen, having taken care of budgets, forecasting and P&L, Training, Recruitment, Business development, Startups, Pre openings. Ability to deal in a dynamic environment. Highly oriented. Highly skilled at problem identification & problem resolution. I am driven, determined, forward thinking, ambitious, outgoing, financially astute, experienced guest focused, and a natural leader.

Career Objective

My goal is to become a General Manager within the next few years.

Languages

English – mother tongue
Hindi – fluent, written & spoken
Bengali – fluent, written & spoken

Computer Skills

Education

1976 – 1977 High school, Kolkata

1978 – 1979 College, Kolkata

1986 – 1988 Culinary College, Kolkata

Professional Memberships

SCAL

Food & Beverage Association Bangkok / India

Awards & Achievements

Best Fine Dining Restaurant – 1989

Best Wine Bar – 1992

Best Catering Services - 2009

Planning Committee Executive Development Programs

Interaction Management

Energizing and Empowering Employees

Sales & Marketing Workshop

Food & Beverage Cost Control

InterContinental & Shangri La knowledge introduced through Corporate training programme.

Key Skills & Training Courses

Train the Trainer Course. Food Safety and Hygiene – HACCP Certification.

Bachelors Degree as a Hotel & Restaurant Mgmt Pro

B.Com Calcutta University

Up-Selling training by TSA. Crisis Management training

Restaurant, Hotel, Food & Beverage, Roaster, Kitchen,

Menu, Restaurant Operations, Shift Mgmt, Attention to

Details, Business dealing skills, Communication &

Customer handling skills, Employee Motivation skills,

Guest experience & Customer Relations. Reputation

Mgmt & Branding. Role Model. Strategize for Revenue &

Budget Mgmt. Focus on latest Hotel Technology. People focus
& Result driven, Commercial understanding, Self mgmt,
Creative problem solving, Resilience.

Trade Qualification &

Professional Experience

Participated in the All India Culinary Competition
Participated in the Association of Catering Professionals
Increased sales by 14% between 2009 – 2011
Reduced the number of employees from 27 to 21 saving
24000/-USD pm in labor cost.
Involved in organizing Salon Culinary Thailand, 1988
Re-branding including total renovation of Spicy Village Chain of
Restaurants and Re-training of F & B staff.

Interest & Hobbies

Scuba diving; water sports; Martial Arts; tennis; Football, Hockey

Career Summary

Jan 2024 – Present Asst. General Manager – Rare Himalayas Wellness & Hospitality - Sikkim

10 Boutique properties, LHW, 300+ rooms, 400+ staff, F&B outlets, Spa

Banquet & catering : 150-200 min in each property

Responsibilities • Reporting to the GM / Owners

Planning, directing, and coordinating the operations of the organizations properties. Overseeing multiple departments at all locations. Supporting the General Manager in overseeing the daily operations enhancing customer service satisfaction & driving the achievements of business goals in exhibiting a blend of leadership, operational expertise & strategic thinking to manage staff optimizing processes & ensuing high service standards across departments, thereby fostering a positive work environment. Acting as a key organizational leader, collaborating closely with teams to ensure seamless operations & consistent performance.

Achievements & Highlights : - Elevated total hotel sales by 30% within the first year by streamlining operations and introducing new marketing initiatives.

Transformed customer service models, which resulted in a 20% increase in client satisfaction rate and 15%, increase in return patrons.

Reduced annual operating cost by 18% through innovative procurement tactics, staff training, and efficient rostering.

Led a diverse team of 400+ individuals, ensuring optimal customer service and a high-quality guest experience.

Implemented a sustainable initiatives program, reducing energy usage by 30% without compromising guest comfort.

Increased room bookings by 25% through strategic pricing and effective online promotional campaigns.

Improved guest satisfaction scores by 30% by implementing a robust training program for all guest service personnel.

Negotiated vendor contracts, resulting in a 15% reduction in House Keeping and maintenance cost.

Boosted Front Desk efficiency by 35% through the implementation of a new scheduling system.

Decreased customer complaint rates by 40% by establishing a proactive problem-solving approach within the team.

Streamlined check-in process, reducing average time spent by guest at the desk by 15%.

URL <http://www.rarehimalayas.net> / <http://rarehimalayas.com>

Dec 2017 – Dec 2023 Group Operations Manager – Chiabadi Group of Mountain Retreat, Resort & Spa – Darjeeling.

5 Boutique properties, LHW, 23 rooms, 5 F&B outlets, Spa

Banquet & catering : 150

Responsibilities • Reporting to the GM / Owners

Functioning as the strategic business leader of the property's Operations. Areas of responsibility include Front Office, Spa, Housekeeping, Food and Beverage/Culinary, Logistics and Maintenance. Position works with direct reports from department heads to develop and implement departmental strategies and ensures implementation of the brand service strategy and brand initiatives. The position ensures the property's operations meet the brand's standards, targets customer needs, ensures employee satisfaction, focuses on growing revenues and maximizes the financial performance of the departments and developing positive owner relations. Developing and implementing property-wide strategies that deliver products and services to meet or exceed the needs and expectations of the brand's target customer and employees and provides a return on investment.

Core Work Activities: Managing Profitability & Revenue goals. Managing the Guest experience. Managing & Conducting HR activities. Leading Operations & Department teams.

Achievements & Highlights Increased revenue by 14%
Planned, organized and executed renovation of all depts.

Reason for leaving Better prospects

URL <http://www.chiabadi.com>

Nov 2007 – Nov 2017 F & B Operations Manager; Titanic Hotel & Spa, Kurdistan, Northern Iraq

Five star deluxe property, LHW, 85 rooms, 5 F&B outlets, Spa

Banquet & catering : 900, 750 & 450

Responsibilities • Report directly to F & B Director/GM

- Directly managed a team of six department heads and a staff of 32

Achievements & Highlights

Increased F&B revenue by 14%

Opening of outdoor catering Received Staff of the month/year Award.

Planned, organized and executed renovation of all F & B outlets

Reason for leaving

Better prospects

URL

www.titanichotel-sul.com

May 2012– Oct 2012 Banquet & Conference Manager; Highcrest Hotel & Spa, Kurdistan, Northern Iraq

Five star deluxe property, 93 rooms, 7 F&B outlets, Spa

Banquet & Catering : 900, 750, 450 & 320

Responsibilities

- Report directly to the F & B Director
- Directly managed a team of 7 department heads and a team of 48

Achievements & Highlights

Increased F&B revenue by 12%

Planned, organized and executed renovation of all F&B outlets

Organized ASTA conference with over 1500 delegates

Increased F&B covers to 3 million per year

Reason for leaving

End of contract, better prospective offered

URL

www.highcresthotel.com

Sept 2009 – Sept 2011 Restaurant Operations Manager, Spicy Village Chain of Restaurants, Muscat, Oman

Six full fledged Fine Dining Restaurants with a seating capacity between 60-120 covers

Responsibilities

- Report directly to General Manager
- Directly managed 6 department heads and a team of 60

Achievements & Highlights

Planned and introduced 4 new F&B outlets (3 restaurants, 1 bar)

Wrote and tailored manuals, SOP's & policies to outlet requirements

Re-trained staff for new outlets, introduced and set new standards

Supervised several VIP caterings. Introduced Star Chef of Oman Contest.

Reason for leaving

End of contract.

References

- 1) Name & position: Mr. Steven Hatton (General Manager)
- Company: Titanic Hotel & Spa
- Address: Circle Malik Mahmud / Slemani.
- Email: steven.hatton@titanichotel-sul.com
- 2) Name & position: Mr. Faiq Kawa (Chief Executive Officer)
- Company: Highcrest Hotel & Spa
- Address: Bakrajo Main Road, opp Majidi Mall, As Slemani, Iraq
- Email: faiq.kawa@highcresthotel-sul.com
- 3) Name & position: Mr. P. Dayaparan (General Manager)
- Company: Spicy Village Chain of Restaurants
- Address: Sahwah Roundabout, Way No 1501, Al Murtafa'fa Street, Rusayl
- Email: info@spicyvillage.com