



## **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  
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### **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

Arabic, Kurdish, Portuguese, Konkani & French (working

Knowledge)

## Computer Skills

Microsoft Word, Excel, Front Page, Fidelio, Power  
Point, Photoshop, Micros, Gpos

## Education

1965 – 1975      Boarding school, Kolkata  
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](http://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](http://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.**

URL

[www.spicyvillageoman.com](http://www.spicyvillageoman.com)

## References

- 1) Name & position: Mr. Steven Hatton (General Manager)  
Company: Titanic Hotel & Spa  
Address: Circle Malik Mahmud / Slemani.  
Email: [steven.hatton@titanichotel-sul.com](mailto: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](mailto: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](mailto:info@spicyvillage.com)