

Shyamal Maity

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Professional Summary

- Offering 7 years of qualitative experience in operations encompassing food and beverage operations, multicuisine Restaurant, Bar & Banquet operations and luxury guest serving in the hospitality industry.
- Currently working as a Restaurant Manager-Food and Beverage Service (Arista By Ambition Hotel) Guwahati.
- Engaging in day-to-day operations in all outlet and report to Food and Beverage Manager.
- Experienced in planning, supervising and managing the entire operation.
- Expertise in designing and implementing training programs for bringing keen customer focus High energy level and team spirit in the associates.
- A consistent performer with a proven track record of up selling and stream ling workflow.

Key Deliverables

F & B OPERATION

- Overseeing quality control and managing F&B operations and conducting briefing with the team for daily discussion. Managing internal hygiene including staff, ensuring for personal grooming & presentation. Ensuring operation are running smoothly.
- Satisfaction, guest's requirements etc.
- Always responsible about store indent
- maintain, and outlet closing with sale report.
- Maintain all things of outlet, take inventory.

GUEST SERVING

- Exceeding guest expectations through efficient courteous and technically excellent services. Establishing rapport with guest to build a brand image and enhance experience. Ensuring a smooth implementation of a guest recognition program to maximize guest satisfaction. Dealing with guest dissatisfaction and taking appropriate action to avoid to guest complains.

TEAM MANAGEMENT

- Creating work environment that is high in all staff to provide constant excellent service for using the feedback. Leading the team consistently to superior level performance.
- Responsible for overseeing budgets and project timelines in addition to the daily tasks that members of your team perform. Juggling so many moving pieces and making necessary adjustments along the way requires a high degree of organization

Professional Experience

Currently Working with **Arista By Ambition Hotel, Guwahati.**

Designation: Restaurant Manager – Food & Beverage Service

Pre-opening Staff since February 2024 to till now.

Furnished with 71 Rooms key and 5 F&B Outlet

Restaurant manager make sure their premises run smoothly and that customers are satisfied. They have responsibilities both 'front of house' (the part of the restaurant used by customers) and 'back of house' (the parts that customers don't see, such as kitchens and storage areas). The number of customer/staffs contact varies according to the size of employer: managers in larger organizations may be mostly office-based, whereas managers of smaller establishments often have frequent contact with both customers and employees.

AVASA Hotel, Hyderabad

Designation: Asst. Restaurant Manager – Food & Beverage Service

Furnished with 220 rooms and 9 F&B outlets

(March 2023 to January 2024)

An assistant manager is a person (typically working under the head of a department) who assists the manager in managing the day to-day operations of the restaurant.

The LaLit Ashok, Bangalore

Designation: F&B Service Executive

Furnished with 186 rooms and 6 F&B outlets

(January 2021 to March 2023)

Responded to customer complaints, addressing concerns and distress with amicable interactions.
Maintained highest standards for beverage quality and service

Daspalla Hotel, Hyderabad

Designation: F&B Service Team Leader

Furnished with 110 rooms and 3 F&B outlets

(October 2020 to January 2021)

Enacted progressive disciplinary measures for staff, managed work zones and oversaw opening and closing duties

AVASA Hotel, Hyderabad

Designation: F&B Service Supervisor

Furnished with 220 rooms and 9 F&B outlets

(January 2020 to March 2020)

Grand Hyatt, Goa

Designation: F&B Service Associate

Furnished with 313 rooms and 7 F&B outlets

(July 2018 to December 2019)

Supported and assisted team members in handling guest inquiries and requests and in resolving guest complaints.

The Westin Mindspace, Hyderabad

Designation: F&B Service Associate

Furnished with 427 rooms and 5 F&B outlets

(April 2017 to July 2018)

Ensuring proper grooming, sharing up knowledge and skills with all employees. Attending behavioral and vocational training in own and related work areas to enhance skills and knowledge. Verified prepared food met standards for quality and quantity before serving to customers.

Academic Credentials

- **Bachelors of Arts Vidyasagar University**
- **Three Years Degree in Hotel Management and Catering Technology with Applied Nutrition** Global School of Management
- **Industrial Training in Hyatt Regency Pune**

Industrial Training refers to the placement of students in an organization to conduct supervised practical training in the industry sector within the stipulated time before they are awarded a bachelor's degree.

Personal Highlights

- Permanent Address: Vill- Tulia, Haridaspur
P.O- Tamluk, Purba Medinipur
West Bengal, 721653
- Present Address: GS Rd, opp. Mizoram House,
Ananda Nagar, Christian Basti,
Guwahati, Assam 781005
- Languages: Bengali, Hindi, English
- Hobbies & Interests: Bike Riding, Fitness, Playing Cricket
- Date Of Birth: 18/01/1993