



# DEBASIS BERA

## Contact

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## Skills

- Operations management
- Retail Operations Management
- Customer focused-service
- Client Interfacing
- Issue handling
- Conflict management
- Guest satisfaction
- P&L Management

Experienced in the hospitality industry, seasoned hotelier with expertise in the Food & Beverage division and pre-opening operations. Strong focus on customer satisfaction and drive for efficient processes, consistently delivering exceptional results. Leadership style prioritizes the needs of both the business and its people, fostering a positive and productive work environment. Commercial mindset allows for identifying opportunities for growth and success. Highly motivated professional bringing a wealth of industry knowledge and a positive mindset to any organization.

## Work History

2024-11 -  
Current

### Food & Beverage Manager

*Four Points By Sheraton, Navi Mumbai*

- Company Overview: A unit of Marriott Hotels
- Property with 152 Rooms with Three Restaurants & 08 Banquets
- Regular audit for all outlets to maintain the property for high standard
- SOP establishment for the department
- Menu Making for All outlets
- Inventory controll
- Regular internal training
- Menu standardization and making the scope more business
- Sales & Marketing Plan for F & B
- MIS standardization & budget making
- A unit of Marriott Hotels
- Property with 152 Rooms with Three Restaurants & 08 Banquets
- Responded to customer complaints, addressing concerns, and distress with amicable interactions.
- Developed staff training programs to enhance service skills and increase overall efficiency.

2024-11 -  
2024-11

### Food & Beverage Manager

*Greenpark, Bengaluru*

- Company Overview: Upcoming property with 185 Rooms with Three Restaurants & 05 Banquets
- Process setting Up
- Regular audit for all outlets to maintain the property for high standard
- SOP establishment for the department
- Menu Making for All outlets

Food and beverage operations

Cost control

Service delivery management

Operations oversight

Hygiene regulations

## Languages

English

Hindi

Bengali

Marathi

- Inventory controll
- Regular internal training
- Hiring the staffs
- Menu standardization and making the scope more business
- Sales & Marketing Plan for F & B
- MIS standardization & budget making
- Upcoming property with 185 Rooms with Three Restaurants & 05 Banquets
- Resolved customer concerns promptly and professionally, ensuring repeat business and positive word-of-mouth referrals.
- Responded to customer complaints, addressing concerns, and distress with amicable interactions.

2021-09 -  
2024-01

### Food & Beverage Manager

*Radisson Nathdawara, Udaipur*

- Company Overview: Pre - Opening property with 105 Rooms with Three Restaurants & 03 Banquets
- Setting up the property with 105 Rooms with Three Restaurants & 03 Banquets
- Setting up the standard as per company norms
- Regular audit for all outlets to maintain the property for high standard
- SOP establishment for the department
- Regular internal training
- Hiring the staffs
- Menu standardization and making the scope more business
- Daily audit for all F & B area for making operation smooth
- Achieved brand standard audit with 100%
- Also maintain GSI & GRI with 92% for the year
- Pre - Opening property with 105 Rooms with Three Restaurants & 03 Banquets

2017-02 -  
2021-09

### Operation Manager - Food & Beverage

*Sayaji Hotels Ltd, Pune*

- Company Overview: Overall In charge for Sayaji Hotel Food & Beverage Department Pune & Enrise by Sayaji Pune overall operation
- Handling 05 Banquet outlets & 03 Restaurants with 244 room's inventory in Sayaji Pune & 02 Restaurant & 03 Banquets with 29 Rooms operations

- Revenue Handling of Rs
- 30 Cr per Year
- Achieved GSI index for four consecutive year from 2017
- Fully responsible for all aspects of all departments
- Support and work with all Head of Departments in all aspects of running this hotel
- Monitor purchase / indent / requisitions of each department, accounts receivable (collection from debtors) and accounts payable (payable to vendors / suppliers etc.)
- Randomly inspecting stores (F & B / Kitchen) to check stock in hand (quality, par stock levels, expiry etc.) with the Chef
- Dealing with Suppliers / Vendors for quality products involving Purchase Manager and providing performance assessment of vendors every quarter to Purchase
- Inspecting all departments for SOP implementation
- Assessing and reviewing customer satisfaction and service recovery process
- Meet all dept
- Heads to review & train the staff to upkeep the human capital
- Providing timely and constructive feedback to all direct reports as and when required either formally or informally
- Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization
- Be on available on call 24 hours a day to resolve any urgent problems on emergencies
- Overall In charge for Sayaji Hotel Food & Beverage Department Pune & Enrise by Sayaji Pune overall operation

2015-01 -  
2017-02

### **Outlet Manager**

*The Fern Residency, Rajkot*

2014-07 -  
2015-01

### **F&B Executive**

*Leisure Inn, Gurgaon*

2013-05 -  
2014-07

### **F&B Executive - Banquets**

*Ramada Plaza, Varanasi*

2009-10 -  
2012-05

## **F&B Supervisor**

*Le Meridien, Ahmedabad*

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## **Education**

2006-05 -  
2009-06

## **Bachelor of Science: Hotel Management & Tourism**

*Annamalai University - Kolkata*

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## **Certifications**

Certified Restaurant Manager

Certified Economics & International Business

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## **Accomplishments**

- Selected for a 'Half year best performer' from 01/2010 to 06/2010
- Won 'Starwood Food Safety Audit' certificate in 2011
- Won the certificate for 'Bengali Food festival' in 2010
- Chosen as an Employee of the year 2010
- Selected as an 'Outstanding care of business' in the year 2009

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## **Additional Information**

Organized VVIP Catering of Joint Military exercise of India & UN Nations behalf president of India in 03/2019 at Aundh Military station, Pune, Organized VVIP Catering of SIAT (Global Automobile meet) at Oxford golf course for 17000 People (03 days) on 01/2019, Organized VVIP Catering of BHIMSTEC (Joint Military exercise) behalf president of India in 10/2018 at Aundh Military station, Pune, Organized VVIP Catering of Mitra Shakti (Joint Military exercise India & Srilanka) behalf president of India in 06/2018 at Aundh Military station, Pune, Organized VVIP Catering of 2000 Person for Honorable president of India in 03/2016 at Air force station, Jamnagar,

Gujarat, Out Door Catering for 6800 person in 02/2016 at Rajkot, In charge for Events of India and South Africa Cricket Team on 10/2015 at Rajkot, Gujarat, Handled Events of Vibrant Gujarat for 5000 persons, 2010 at Ahmedabad, Gujarat

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## Personal Information

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Passport Number: T3298119