



Kunal Sahu

Assistant Food & Beverage Manager

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Dynamic Assistant Food & Beverage Manager with a proven track record in optimizing restaurant operations and enhancing guest satisfaction. Expertise in managing daily F&B activities, coordinating events, and ensuring compliance with health and safety standards. Skilled in inventory management, cost control, and supplier negotiations to maximize profitability. Adept at training and leading diverse teams to deliver exceptional service. Proficient in resolving guest issues, improving menu offerings, and driving sales growth. Strong organizational and multitasking abilities with a focus on delivering high-quality dining experiences. Committed to maintaining excellence in service and operational efficiency.

Career Highlights

Achievements in Brand Standards and Customer Satisfaction

- Achieved a 98.3% score in the Brand Standard Audit for the Food and Beverage department at Fortune Hotel, Noida, in 2024.
- Achieved acknowledgment in Guest Voice Score and TripAdvisor for providing good services.

Sales and Revenue Contributions

- Contributed approximately 20% to the banquet event sales target.
- Consistently exceeded monthly sales goal by a minimum of 10% by training FOH staff on upselling techniques and by creating a featured food & beverage program.

Cost Management and Efficiency

- Significantly reduced variable cost by 7% through tighter controls on overtime expenditure and inventory waste.
- Efficiently executed a revised inventory system focusing on storage conditions and ordering techniques, resulting in a 4% decrease in losses incurred by food waste.

Staff Training and Development

- Dexterously designed a cross-training program to ensure that FOH staff members can perform confidently and effectively in all positions.

Customer Engagement and Social Media

- Enhanced customer engagement on company social media accounts by 20% through interactive promotion and contests.

Career Experience

Since Oct'23: Fortune Hotel, Noida by ITC Hotels Group as Assistant Food & Beverage Manager

Mar'23 – Oct'23: Marriott Hotels Group (Fairfield by Marriott), Vadodra as Assistant Food & Beverage Manager

Aug'22 – Mar'23: Marriott Hotels Group (Fairfield by Marriott), Vadodra as Banquet Manager

Jan'22 – Aug'22: Marriott Hotels Group (Le Meridien), Nagpur as Asst. Restaurant Manager

Jul'19 – Jan'22: Marriott Hotels Group (Courtyard by Marriott), Raipur as Food & Beverage Executive

Jun'18 – Jun'19: Radisson Hotels Group (Radisson Blu), Ranchi as Senior Captain - F&B (Service) Department

Jan'18 - Jun'18: Marriott Hotels Group (Goa Marriott Resort & Spa), Goa as Lead Guest Server - F&B(Service) Department

Aug'15 – Dec'17: Radisson Hotels Group (Radisson Blu), Ranchi

Growth Path

Aug'15 – Oct'16: Senior Guest Service Associate at F&B(Service) Department

Nov'16 – Dec'17: Captain at F&B (Service) Department

Key Responsibilities

Operational Management

- Oversee daily operations of the food and beverage department, ensuring efficient and smooth service.
- Maintain high standards of quality and service in all food and beverage outlets.

Financial Performance

- Monitor and manage budgets, including labor costs, inventory, and purchasing.
- Implement cost control measures to increase profitability and reduce waste.

Sales and Marketing

- Develop and implement sales strategies to achieve revenue targets.
- Promote food and beverage offerings through effective marketing and promotional activities.

Staff Management

- Recruit, train, and manage the food and beverage team to ensure high performance.
- Conduct regular performance evaluations and provide feedback and coaching.

Customer Satisfaction

- Ensure excellent customer service and address any customer complaints or issues promptly.
- Monitor and respond to guest feedback to continuously improve service quality.

Quality Control

- Maintain high standards of hygiene and safety in all food and beverage areas.
- Ensure compliance with health and safety regulations and company policies.

Menu Development

- Collaborate with chefs to design and update menus that meet customer preferences and seasonal availability.
- Ensure that all food and beverages are prepared and presented according to company standards.

Inventory Management

- Oversee inventory control, including ordering, receiving, and storage of food and beverage items.
- Conduct regular stock checks and audits to prevent shortages and reduce waste.

Event Coordination

- Plan and coordinate food and beverage services for events and functions.
- Ensure seamless execution of events, from setup to service and breakdown.

Reporting and Analysis

- Prepare and present regular reports on operational performance, including sales, expenses, and customer feedback.
- Use data and insights to identify areas for improvement and implement corrective actions.

Compliance and Safety

- Ensure compliance with local, state, and federal regulations related to food and beverage operations.
- Implement and monitor safety procedures to protect staff and guests.

Education

B.Sc. in Hotel Management & Tourism Course, 2019

Institute of Science and Management, Ranchi

Diploma in Hospitality, Travel & Customer Service, 2014

Frankfinn Institute of Air Hostess Training, Ranchi

Trainings

Dec'14 – Jun'15: Radisson Hotels Group(ParkPlaza), Gurgaon as Trainee Sommelier at F&B (service) Department

January - Apr'19: Radisson Hotels Group (Radisson Blu), Ranchi in F&B Service Department