

Deepak Kashyap
Hotel Operations Manager

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Hospitable and dynamic Hotel Operations Manager with 2 + years of experience overseeing all hotel operations to achieve business milestones. Expert in controlling inventory, monitoring budgets, training staff, and adhering to food hygiene policies. Record of accomplishments in boosting hotel revenues and ratings through customer query addressing, issue resolution, and operational readiness.

20 + years Handling F & B Operations for leading Hotels & Resorts, culinary innovator known for top quality, creative products contributing to revenue growth while simultaneously reduces costs, Proven ability to multi-outlets fine dining & high volume operation with banqueting operations up to 3000 people. Trained for the International Culinary standards and Superior leadership coaching & team building skills frequently praised by Senior Management.

Core skills and Knowledge

P&L MANAGEMENT

Budget management
Cost control (labor ,F&B)
Asset management
Strategic planning

STAFF DEVELOPMENT

Recruiting and hiring
Talent optimization
Training and coaching
Motivation / empowerment

CUSTOMER SERVICE

Guests' satisfaction
Increased occupancy
Customer retention
Quality assurance

OPERATIONS MANAGEMENT

Resort management
Multi-site management
Hospitality management
Food and beverage operations

MANAGEMENT EXPERIENCE

28 years in total with best of the Organizations in India, Ethiopia, Uganda and Kenya. 10 years as a Executive chef

OPERATION MANAGER

PrideInn Hotels, Resorts & Camp (Kenya)
August 25th ,2023 to Till Date

Carved International Standards for 280 rooms inventory hotel with 18 conference halls, 3 Beautiful landscape gardens for wedding up to 1200 pax, East African Biggest Convention center to serve 3000 pax, Kenya coast line one of the only best aqua safari water park, 4 F & B Outlets (Old Town Bistro-Café', Infinity Deck, Kone Kone Lounge, Jambo Bar, Liaison with sales team to achieve budget targets, Seasonal Promotion, P & L ,Capex, Opex Management, Monthly Inventories, Business Strategies, Cost Control, Revenue Management.

DIRECTOR F & B

WelCom Hotel by ITC Hotels, Jim Corbett (Uttarakhand)
August 01st ,2022 to August,2023

Carved the team to handle WelCom Café', Swizzle bar, Pool Bar, Banquet ball Room, Budgets, Staffing, Cost Control of 20%, a la carte menu Setup, International Breakfast Buffet set up.

EXECUTIVE CHEF

Best Western plus hotel, Addis Ababa (Ethiopia)
27 th July, 2021 to June, 2022

EXECUTIVE CHEF**Best Western plus hotel, Addis Ababa (Ethiopia)****27 th July, 2021 to June, 2022**

Handling day to day operations of hotels in home restaurant, Ardi, Salem, abyisseina, budgets, staffing, cost control of 40 % to bring 35 % budgeted, Staff appraisals, a la carte menu developments, and Breakfast buffet spread. Launched New Indian restaurant "home" and new western menu in Ferenssaye Legasseion Bar.

EXECUTIVE CHEF**Sarovar Heron Portico Hotel, Nairobi (Kenya)****10th June, 2018 to October, 2020**

Handling day to day operations of hotels, budgets, staffing, cost control, staff training, festivals, banquets, conferences, department meetings, down town hall meetings, staff appraisals.

EXECUTIVE CHEF**Moksha Himalayan Spa Resort, Parwanoo(Himachal Pradesh)-India****Since April'2016 to 30th May,2018.**

Trained staff on the new international menu's with inventory of the equipment's along with the planning of the buffets & Banqueting, Have "Moksha", "Terrace" and "Timber trail" Restaurants along with bar, board room, banquet hall of approximately 350-400 pax.

GROUP EXECUTIVE CHEF**Prideinn Groups Of hotels, Nairobi, Mombasa-Kenya****April 03,2015 to January,2016**

Opened Pride inn Paradise, Mombasa 320 rooms beach hotel in Mombasa with east Asia 8 biggest banquet catering conferences, of Swahili culture, Indian/African culture, Arabic coastal culture of 3000 pax with "Old Town Bistro" of 110 covers fine dining, First mirror buffet concept in "Dau" restaurant of 600 pax with live cooking.

Streamed lined the logistic supplies for the hotels in the crater. Changing of the menus with the co-ordination of the units chef and controlling of the food cost, inventory and over all trainings given to units chef up till the down line practically demonstrated

EXECUTIVE CHEF**The Ark Lodge, Nyeri-Kenya****November 8th,2012 to March 30th,2015****Job responsibilities**

Reopened Aberdare Country Club inventory of 68 rooms, The Ark Lodge inventory of 48 rooms-Over all responsibilities of all f and b outlets including room service, satima board room, Mweiga hill Restaurant, Lord's Club Restaurant, bush breakfast, Bush lunch and Bush dinner, The Ark Deck Restaurant with conferencing, banqueting and bar in 1300 acres private century of Mr.MayurMadhvani and Mrs.MumtazMadhvani.

Achievements

Reopened both club and lodge in three months organized with entire team to launch A la carte, Carte de Jour, Plat de Jour, Training module, hygiene standards, SOP, Menu with photography. Courteously serve to His excellency Mr.UhuruKenyatta on his oath day as fifth president of Kenya at Mweiga hilltop.

EXECUTIVE CHEF**Chobe Safari Lodge& Para Safari Lodge , Kruma Falls, Kampala-Uganda****December 14th,2010 to October,2012****Job responsibilities**

Opened Chobe Safari Lodge inventory of 54 rooms,12 Villa Cottages with all in house amenities on the bank of Nile River near Kruma Falls-Set Down Standards of f and b outlets including room service, Kruma restaurant, ,conferencing, banqueting and bar in 24 acres wild life national park of Uganda -Mr.MayurMadhvani and Mrs.MumtazMadhvani.

Handle Running Para Safari Lodge inventory of 72 rooms,8 Villa Cottages with all amenities on request by Golf cart on the bank of Nile River, near Masendi-Handled f and b outlets including room service, Nile restaurant, conferencing, banqueting and bar in 16 acres wild life national park of Uganda -Mr.MayurMadhvani and Mrs.MumtazMadhvani

EXECUTIVE CHEF**Royal Orchid Central, Banipark, Jaipur(Rajasthan)-India****March 10th,2010 to August,2010****Job responsibilities**

Delivered all controllable expenses on under budget. .

Developed appealing, cost effective menu items and seasonal specials, introduced through food presentations and responsibility of special live counters for buffet and desserts.

Achievements

Wholly responsible for the kitchen of The Legend operations and leadership up to 27 staff managed and ensured impeccable quality of back of the house service, inventory, sanitation and final products Key Contribution.

Stabilized quality and delivery over coming multiple obstacles including a transient labor market and challenging restaurant layout with a small lower level kitchen.

SOUS CHEF/EXECUTIVE CHEF**Homtel Hotel, Chandigarh/Geoffrey Club, Ludhiana-India****February 25th,2009 to February,2010****Job responsibilities**

Oversee all kitchen operations in high volume setting.

Quality execution and financial responsibility.

Supervised 28 Staff members in homtel and 18 Staff in Geoffrey Club.

Managed recruiting, training, scheduling, purchasing, menu research, promotions, price structuring, food and labor costInventing and maintaining new recipes and signature menus.

To improve guest comment by improving plate presentation.

Achievements

Credited by senior management for building for winning, mutually, respectfully, environment between front and back of house operations, leading to improve the productivity, customer service and staff retention.

Capitalized on all opportunities to emphasize the important of Guest Services tolerance and team building.

Tactfully coached front and back of the house staff to deal with stress in a healthy manner.

Consistency met or remained under budget on all controllable expenses.

Beat year end labor costs by 12% through implementation of cross training initiatives and other efficiency enhancing efforts.

Operated lastly with 32% food costs while enhancing product quality.

Reminded restaurants prior challenges with delivery and quality consistency in food.

Contributed to repeat business and regular guests by word of mouth publicity and self-innovative cooking.

Spearheaded and launched profitable Sunday Brunch Operation to more effectively compete in growing market place, as well as giving changes regularly on the buffet by enchasing restaurant to exceed budget projections.

Expanded establishment's visibility generated community goodwill and heightened staff awareness by seeking out volunteer opportunities supporting worthy causes

JR.SOUS CHEF**Le Meridien Hotel,Kukas,Jaipur(Rajasthan)-India****March 01st,2006 to September 30th,2007****Job responsibilities**

Ensure The quality Of "Surya Villas" Rajasthan Specialty Restaurant. Ensure The quality Of "Surya Villas" Rajasthan Specialty Restaurant.

96 covers a la carte as well buffet restaurant and 2 banquets hall of 200-500 covers, lawns garden of 1000-1400 pax.

Lead staff of 14 in Kitchen and 8 in the Service department in all aspects of multiple meal periods and outlets.

Planned and prepared additional meal for extended expeditions

Achievements

Received good comments from shooting of "OmraoJaan" Movies catering for 3 months at "Amer fort".

Organized Mr.Khocchar daughter from London wedding of 1200 pax with lady sangeet rock star "Recky Martin" in 2007.

Completed the Rajasthani food festival at "City place" jaipur for 400 pax dinner with bone fire at "Amerfort"was served in a total 5 star Quality and Standard.

COMMIS-1/DEMI-CHEF-DE-PARTIE/CHEF-DE-PARTIE**Radision Hotel,BMC Chokh,Jalandhar,Punjab-India****December 26th,2001 to February 20th,2006****Job responsibilities**

Opened and maintained the quality of "Kebab factory "of 48 covers fine dinning Indian specialty restaurant.

Ensure the mise-en-place of "Noble House " Pan Asian Cuisine of 52 covers.

looking after snacks, finger biting of "Jack Daniel" bar.

Achievements

Done outdoor catering of 1000 pax with all well equipments in ranger Collage, Dheradun of Mr.kakkar cold stores.

Quality of smartness of appearance, punctuality and proper dress code.

Accustomed to working under pressure & stress.

Possess good leadership skills and capable of working as a part of a team in a computerized environment

COMMIS-11/COMMIS-1**Taj Hari Mahal Hotel,BhagatkiKothi,Jodhpur(Rajasthan)-India****November 15th,1999 to December 22nd,2001****Job responsibilities**

Preparation of Special meal-govindgatta curry, papadkisubzi For maharani of Jodhpur.

Ensure the mise-en-place of "Marware Coffee Shop" of 86 covers and "Noble House" Chinese Specialty Restaurant of 78 cover

COMMIS**The Oberoi Cecil,Shimla(Himachal Pradesh)-India****December 22th, 1998 to November 8th, 1999.****COMMIS-111****The Taj Mahal Hotel, Luck now(Utter Pradesh)-India****March, 1997 to December 7 th, 1998.****INDUSTRIAL TRAINEE****June 7 th, 1996 to December 7 th, 1996.****KEY STRENGTH AND AWARDS**

- Opportunity to take a class & a food presentation show for the "Sutlej club Ludhiana" during the present at Geoffrey Club a sarvor Club.
- Achieved a certificate from Mr.Khan Operational Director For Marasa Africa for best chef on trip adviser for 2010-2011 and 2011-2012 at Chobe Safari Lodge and Paraa Safari Lodge.
- Achieved Best sports person Award at Taj Hari Mahal Hotel, Jodhpur, India.
- Achieved certificate from Sarovar Group of Hotels regarding a Success in Managerial Skill during Operations and à Training session.
- Done ISO 9001:2015 Fundamental Concepts under quality control in 24th September,2019 from Alison usa.

LANGUAGES KNOWN

English, Hindi, Punjabi, French.

EDUCATION QUALIFICATION**2003-Passed post graduate diploma in hotel and tourism management from Chennai.****2001-Passed certificate course of Kitchen foundation module from centre of excellence-Jai mahal place hotel, jaipur.****1996-Passed certificate course of Food Production from Food Craft Institute, Chandigarh.****1999-Passed Bachelor in arts from Punjab University, Chandigarh.****HOBBIES**

Calligraphy, Music, Table tennis

REFRENCE**Mr. James Rattos**

General Manager

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AGM, Radisson Hotel, Jalandhar, India

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Mr. Aswani Kumar

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