



# Anil Kumar Panday

OPERATION MANAGER

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Hospitality Operations professional with over 15 years of progressive experience, adept in managing corporate partnership, targeting senior level assignments in General Administration, Business development and operations. A driven leader with a proven ability to hire, manage and drive the Operations and Sales teams towards maximizing revenue growth.

## EXPERIENCE SUMMARY

Sodexo @Google India, Hyderabad, Operation Manager 2023-Till Date

The Park Hotel, Chennai, Banquet Operation Manager 2022-2023

Taj Hotel Amritsar (IHCL)-Assistant Manager Food and Beverage-2016-2022

The Imperial Hotel New Delhi-F&B Executive 2015-2016

Crowne Plaza Today (IHG) New Delhi F&B Supervisor - 2010-2015

The Oberoi New Delhi Food And Beverage Associate- 2009-2010

## KEY ACHIEVEMENTS

Sodexo @Google India, Hyderabad,

Managing The largest corporate building in Asia, boasting a 3,000-person seating capacity cafe that serves approximately 25,000 meals daily. Additionally, there are more than 50 meeting rooms, along with 51 breakout spaces and a tea and coffee lounge.

- Emphasize brand positioning and establish brand standards.
- Reduce food waste by maintaining a food waste ratio of 2%.
- Address the high attrition rate and reduce it by 3%.
- Achieve revenue growth of 50% year-on-year.
- Ensure user satisfaction reaches 99%.
- Maintain 100% financial accuracy.
- Enhance labor efficiency by 34%.
- Foster a safe work environment with zero harm on-site and retain 100% of mid-level and above staff.
- Vendor Management and supply chain
- Client Relationship and business development
- Oversee the building management function and manage the strata relationship
- Ensure consistent high standards of food preparation, presentation and quality are maintained
- Ensure the quality of the food and service offering is commensurate with the agreed standard

# **Operation Manager**

Sodexo @ Google

06/2023– Present

Hyderabad Telangana, India

## **CORE WORK ACTIVITIES**

### **Leadership and Management**

Overall leadership and direction to all departments to ensure smooth and efficient operations. Recruit, train, and develop a high-performing team. Foster a culture of excellence and continuous improvement among the staff.

### **Guest Experience:**

Ensure the highest standards of guest service and satisfaction. Handle guest complaints and feedback, ensuring timely resolution. Oversee the implementation of unique guest experiences and personalized services.

### **Financial Performance:**

Develop and manage the annual budget, ensuring revenue and profit goals are achieved. Monitor financial performance, including room rates, occupancy levels, and overall profitability. Implement cost control measures without compromising service quality.

### **Operations Management:**

Oversee daily operations, ensuring all areas of the resort are well-maintained and fully functional. Ensure compliance with health, safety, and environmental regulations. Coordinate with department heads to ensure operational efficiency and effectiveness.

### **Sales and Marketing:**

Develop and implement strategic marketing plans to enhance the resort's visibility and attract high-end clientele. Collaborate with sales and marketing teams to drive occupancy and revenue through various channels. Build and maintain relationships with travel agents, corporate clients, and other key partners.

### **Guests Relations:**

Establish and maintain strong relationships with guests, ensuring repeat business and referrals. Host and attend high-profile events and functions to promote the resort. Act as the face of the resort, representing it in the local community and industry events.

### **Strategic Planning:**

Develop and implement long-term strategic plans to ensure the resort's growth and sustainability. Stay abreast of industry trends and competitor activities to identify opportunities for improvement and innovation. Ensure the resort's services and amenities are aligned with market demands and guest expectations.

### **Quality Assurance:**

Implement and maintain high standards of quality in all areas of the resort. Conduct regular inspections and audits to ensure compliance with standards and policies. Lead initiatives to continuously enhance the guest experience and operational efficiency.

### **Crisis Management:**

Develop and implement crisis management plans to handle emergencies and unexpected situations. Train staff on emergency procedures and ensure the resort is prepared for any contingencies.

### **Community Engagement:**

Engage with the local community and stakeholders to build positive relationships. Promote sustainability and corporate social responsibility initiatives within the resort and local area.

## Banquet Manager

The park Hotel Chennai

12/2022 – 6/2023

Chennai Tamil Nadu, India

Designed for both business and leisure travel, The Park Chennai is ideally situated in corporate hub 215 Rooms with 7 Food and Beverage Outlets, 24/7 In Room Dining, 5 Conference Rooms up to 500 guests, outdoor Banqueting venue up to 200 guests.

### CORE WORK ACTIVITIES

Manages financial, employee engagement and guest satisfaction plans and actions for Food and Beverage. Maintain **Brand Standard Guidelines** and **Medallia Score**. Rewarded 3 Times Highest Medallia Scorer (Guest Voice Champ).

Ensures Employees full understanding of Business Needs, BS Audit Compliance, Tracking Progress towards Goals and measuring **Analytics on P&L** and ROI.

Performs MOD : Attend Morning Meetings. Ensuring compliance with health and safety legislation and licensing laws.

Understands employee positions well enough to perform duties in employees' absence. Creates and nurtures a property environment that emphasizes **motivation, empowerment, teamwork, continuous improvement and a passion for providing service.**

Amplified customer **satisfaction** for Dec 2022. Improves service by communicating & assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.

Contact: Shubhendu Shekhar / F&B Director



## Assistant Manager F&B & Banquet Operation

Grand Trunk and Banquet – Taj Swarna Amritsar, IHCL

04/2019 - 10/2022,

Amritsar, India

-Home of Contemporary Indian and Punjabi Cuisine with the Capacity of 180 Covers, 50000 sq ft of banqueting Space..

### Achievements / Tasks

- Accelerated the **Revenue growth** through developing a Financial Road Map : creation of aggressive local marketing campaigns, Cross-Sales Training, Excellent Reviews on Social Media.
- 7 % Reduction of **Food Costs** : after identifying & eliminating inventory issues such as Excess Ordering, Poor Storage and inefficient Waste Management and increased sales.
- Energy Cost from 6% to 5.17% Reduced **Labor Cost** from 23% to Budgeted 18% of net revenue in one month by creating new scheduling procedures. **Beverage Cost** from 26 % to 19 %. Participates in department meetings by communicating a clear and consistent message regarding the departmental goals to produce desired results.
- Boosted **Guest Satisfaction Score** from 89% to 95%. Engage in delivering Superior Customer Service via Floor Presence. Maintain the Restaurant **Image on Social Media**. Problem Handling & Resolution skills.
- Increased Employee Satisfaction by 23 % while cutting staff turnover in half by developing staff recognition and accountability programs. Assist in the review of comment Cards and guest satisfaction results with Employees.
- Secured a 99% Score from the Inspection Committee by Overseeing the Health and Safety Standards.
- Accelerated a 25% increase in Gross Revenue by **incorporating Online Orders**.
- Governed Interior Renovation and **accelerated Service Capacity**.
- Organized **SOP's** for all the F&B Outlets with the guidance of Sr. Management.

Contact: Rikhe Gerard Claudius / F&B Director

## Catering Assistant

Grand Trunk | The Chinese Room –

Taj Swarna Amritsar India

Grand Trunk : A 24\*7 Multi-Cuisine Restaurant with the Capacity of 180 Covers. | The Chinese Room : Asian Restaurant.

### Achievements/Tasks

Increased **customer satisfaction rate** by 92% within 3 months of employment at Company.

## COURSES

### Taj Certified Online Course IHCL

2019,

#### Tasks/Achievements

- Global Privacy
- Global Anti-Corruption
- Harassment Prevention in the Global Workplace for Managers
- Risk Management

### Havard Certified Online Course Crowne Plaza Today

2013,

#### Tasks/Achievements

- Handling Credit Card Securely.
- Crowd Management.
- IHG Foundation Food Safety (Food Safety Level 2).
- Risk Management.

### IHG Frontline - Lobster Ink Online Certification

Crowne Plaza Today

#### Tasks/Achievements

- Problem Resolution
- Problem Handling
- F&B Professional
- Up- Selling / Suggestive
- Whiskey Short Course
- Loyalty Recognition

- Accelerated the Revenue growth by **Selling Private Dining room**, Designed and Launched Buffet Special Coupons for **Potential CPAI & MAPAI Customers**.
- Build a Rapport of Food and Beverage in **Brand Standard**
- **Audit done by IHG.**
- Hired and **Trained a Team of 3 members** to Oversees Overall Operations & report to the Manager.
- Supervises daily restaurant operations and assists with menu planning, maintains sanitation standards and assists servers and hosts on the floor during peak meal periods. Strives to continually improve guest and employee satisfaction and **maximize the financial performance** in areas of responsibility.
- Being a **Departmental Trainer**; Identifies the educational needs of others, develops formal educational or training programs or classes, and teaches or instructs others. Create a sense of community and collaborative culture.
- Promoting and marketing the business. Tied up with Swiggy and Zomato for Online Delivery Orders, Enhancing the **Social Media Image** with Excellent Reviews with 4.6 Rating out of 5.

*Contact:* Arghya Chowdhury / F&B Manager

## Food & Beverage Executive

- 1911 restaurant and Spice Route –  
The Imperial, New Delhi

06/2015 - 08/2016, 1, Janpath, New Delhi, India  
Responsible for A Multi-Cuisine Restaurant and South East Asian Specialty restaurant.

Diageo Bar Academy (UB) (2016)

Certification Course

Beverage Challenge Quiz (2014)

Represent the IHG for Beverage Challenge Quiz

Organized by IIMT Gurgaon

Wall of Fame (2014)

Crowne Plaza Today (IHG)

Article Published and recognized IHG Brand Ambassador in IHG Magazine.

### LANGUAGES

English *Professional Working*

Hindi *Native or Bilingual Proficiency*

## AWARDS AND ACHIEVEMENTS

### Achievements/Tasks

Organized Food and Beverage Festivals : Such as "Delhi 6" and **driven the revenue** with the margin of 57%. Also organized others : Maharaja Food Festival, Sunday Brunch, New Year Concept with Selective Packages, Liquid Buffet, Arabian Nights.

Making Monthly Restaurant PPT for GM Meeting.

Responsible for Targets related to Revenue. Promote and maximize profitability via training staff to use upselling techniques.

Design **Special F&B Packages** for Bulk Reservations.

Marketing F&B Outlets by "**Weekly Sales Call Meet**" to the Corporate companies and taking their feedback to exceed the expectations and increase revenue.

Responsible to assist in menu planning, development and meal specials.

Maintain Constant Guest Contact, **Build Relationships** and **solicit feedbacks** from the guests.

*Contact:* Surinder Singh Thakur / F&B Director

## Team Leader - Food and Beverage

In-Room Dining and Banquet - Crowne Plaza Today

06/2012 - 06/2015,

Achievements/Tasks

Okhla Phase 1, New Delhi, India

- Issuing Mini bar items to Housekeeping as well as keeping a track of its consumption plus discrepancies.
- Increased the Revenue by Upselling & raising revenue for VIP Lounge.
- Handling in-house VIP's / Managing Butler Services and regular guests, evaluating guest comments.
- Awarded 4 times as a Highest Up-seller.

Contact: Puneet Saigal / F&B Director

## WORK EXPERIENCE

### F&B Sr Attendant

Edesia - The Multi-Cuisine - Crowne Plaza Today

02/2011 - 06/2012,

Okhla Phase 1, New Delhi, India

#### Achievements/Tasks

- Responsible for Bar Operation / Inventory Control / Maintenance. Guest Satisfaction : Assist Supervisor for Restaurant Operation Handling.
- Managing Bar Stock & Maintain the Beverage Standard. Up selling Wines & Beverages.
- Awarded as a "Highest Seller" of the Month-2012.

Contact: Puneet Saigal / F&B Director

### F&B Attendant

The Oberoi Hotel

2009 - 2010.

Delhi, India

#### Achievements/Tasks

- Started Career being a team Member. Awarded as a "Best Employee of the Month"-2009 Recognition letter.

Contact: Rubin Kataria / Food and Beverage Director.

### Industrial Training

Pride Hotel Pune

2008,

## EDUCATION

### Bachelor's Degree

Madurai Kamraj University

2006 - 2009

Madurai Tamilnadu, India

#### Study Subjects

- Tourism , English, Hospitality

### Diploma in Hospitality and Restaurant management IIAS

School Of Hospitality Management

2006 - 2009,

Dehradun, Uttarakhand, India