Gulshan Gathania
☎: +91-8826601509
✉: gulshangathania@gmail.com
🏠: H.No. 152-B, E- Pocket, LIG Flats, GTB Enclave, Delhi-110093

A dedicated and results-driven Food and Beverage leader with over 16 years of experience in the hospitality industry. Proven expertise in overseeing daily operations of high-end restaurants, bars, and catering services, ensuring exceptional guest satisfaction, cost control, and adherence to health and safety standards.

PROFILE SNAPSHOT

A performance-driven professional with 16 years of experience in:

-Business Development	*-F&B Operations*	*-Menu Development*
-Customer Servicing	*-Training & Development*	*-Branding & Promotions*

- A keen implementer with recognized proficiency in spearheading **business operations** with an aim to accomplish desired plans and targeted goals successfully.
- Expertise in increasing **food and beverage revenues**, exceeding targeted sales goals, developing profitable & productive business relationships, and building an **extensive client base.**
- Competent in conducting business valuations & industry analysis aided by good understanding of the **products and sales forecasting techniques.**
- Displayed proficiency in implementing innovative customer service strategies & processes.
- A team player with exceptional planning, negotiation & interpersonal skills

AREAS OF EXPERTISE

- **Operational Management**: Overseeing daily operations of restaurants, bars, and catering services to ensure smooth execution and exceptional guest experiences.
- **Menu Development & Innovation**: Collaborating with chefs and suppliers to create and update menus that reflect current trends and customer preferences.
- **Cost Control & Budgeting**: Managing budgets, controlling costs, and optimizing profit margins through effective supplier negotiations and inventory management.
- **Health & Safety Compliance**: Ensuring adherence to food safety regulations, hygiene standards, and local health codes.
- **Supplier & Vendor Relations**: Building strong partnerships with suppliers to secure quality ingredients and negotiate favourable terms.
- **Revenue Growth Strategies**: Implementing strategies to increase sales through promotions, special offers, and customer engagement initiatives.
- **Food & Beverage Inventory Management:** Monitoring stock levels, ordering supplies, and minimizing waste to ensure cost efficiency.
- **Quality Control**: Maintaining high standards in food and beverage quality, presentation, and overall guest experience.

EMPLOYMENT DETAILS

Since Nov'22   Holiday Inn Chandigarh Zirakpur, IHG Hotels & Resorts as Assistant Director Food & Beverage

Key Result Areas:
- Experience at maintaining service standards / operational policies; planning and implementing effective control measures to reduce running costs of the unit; Performing regular / physical check for inventory of food & bar supplies, assessing projected needs, and ordering food & bar supplies for daily operations.
- Having strong experience in managing big ODC -Out Door Catering functions at Gurgaon.
- Assessing effectiveness of training & development programs; formulating or reviewing training strategy and determining appropriate instructional methodologies on SOP & SOS
- Expert in regularly collaborating with guests to gather their feedback on the services provided and based on that planning further business strategies, enhancing guest satisfaction.
- Skilled at supervising and coordinating banquet operations involving meeting/banquet set-ups and service; consistent check of Banquet Food and Beverage quality, Banquet services and Plate presentation.
- Expertise in managing a wide range of activities such as personnel administration, general administration, client relationship management, purchasing and recreational facilities.
- Recognized for outstanding coordinating skills wherein worked with chef to design annual promotion calendar, themes decoration of restaurant and purchaser to buy product to implement.
- Skilled in managing menu planning, inventory management and hygienic environment.

Jan'17-April'22   Ibis Gurgaon Golf Course Road, Accor Hotels as Food & Beverage Manager

Key Result Areas:
- Ensure smooth day-to-day operations of all F&B outlets.
- Maintain high guest satisfaction scores, aiming for consistent positive feedback and reviews.
- Resolve customer complaints promptly to minimize negative experiences.
- Ensure consistent food and beverage quality in terms of taste, presentation, and service.
- Monitor performance of all Managers to ensure on-going profitability, achieving sales / profit targets.
- Dealing with Suppliers / Vendors for quality products involving Purchase Manager
- Check the schedules and requirements for the functions or events with the F & B /Banquet Manager and provide guidance wherever required.
- Inspecting the F & B outlets with the Outlet Manager for ambience, service readiness, staff grooming & hospitality culture.
- Monitor the quality / standard of F&B service during operations at F & B Outlets.
- In case of a banquet / residential conference or an event, maintain close coordination between all the departments for smooth & efficient operations.
- Maintain PR with guests by meeting them and /or by visiting the restaurant and listening to their suggestions and complaints and take necessary steps for solutions.
- Checking with front office for the daily sales & occupancy report, guest complaints &suggestion, bulk room bookings, boards for any special events etc

June'14-Dec'16   Radisson Blu Hotel Jaipur as Restaurant Manager

Key Result Areas:
- Ensure smooth day-to-day operations of all F&B outlets.
- Maintain high guest satisfaction scores, aiming for consistent positive feedback and reviews.
- Resolve customer complaints promptly to minimize negative experiences.
- Ensure consistent food and beverage quality in terms of taste, presentation, and service.
- Promptly address and resolve customer complaints to ensure repeat business.
- Implement customer feedback programs to continually improve the guest experience.
- Achieve high customer satisfaction ratings through exceptional service and food quality.
- Develop and manage the restaurant's budget, focusing on profitability.
- Review and analyse financial reports to adjust strategies for cost-saving and revenue generation.

Oct'12-Dec'14   Anya Hotels & Resorts Gurgaon as Assistant Restaurant Manager (Pre-opening)

Key Result Areas:
- Ensure smooth day-to-day operations of all F&B outlets.
- Maintain high guest satisfaction scores, aiming for consistent positive feedback and reviews.
- Resolve customer complaints promptly to minimize negative experiences.
- Ensure consistent food and beverage quality in terms of taste, presentation, and service.
- Promptly address and resolve customer complaints to ensure repeat business.
- Implement customer feedback programs to continually improve the guest experience.
- Achieve high customer satisfaction ratings through exceptional service and food quality.
- Develop and manage the restaurant's budget, focusing on profitability.
- Review and analyse financial reports to adjust strategies for cost-saving and revenue generation.

PREVIOUS EXPERIENCE

Nov'08-Sep'12   Hyatt Regency Amritsar as Team Leader – Food and Beverage (Pre-opening)

May'08-Oct'08   Ananda in the Himalayas, Hrishikesh- Guest service associates

EXTRA CURRICULUM ACTIVITIES

Key Result Areas:
- People and Product Development
- Cost control, Capex, Profitability, EBITA
- Developed and maintained exceptional customer service standards.

Achievements:
- Won outstanding performance in Food and beverage Excellency at Accor hotel.
- Runner-up for Hotelier India award 2021 as Food and Beverage Manager of the year.
- Successfully launch the new Food and Beverage concept at Spice It (Ibis Gurgaon Golf Course Road) in year 2017.

ACADEMIC DETAILS

- Bachelor of Science Hotel & Hospitality Administration, **Institute of Hotel Management Chandigarh, India in 2008**
- HSSC from Ludlow castle no.1 Delhi.

PERSONAL DETAILS

Date of Birth: 12th February 1986
Languages Known: English, Hindi, and Punjabi

REFERENCES

- Available on request.