

MANTU KUMAR SONKAR

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Location: Bangalore (Karnataka)

LEADERSHIP PROFILE/ HOSPITALITY DOMAIN PROFESSIONAL F&B MANAGER / HOTEL MANAGER

STRATEGIC PLANNING | F&B OPERATION MANAGEMENT | CATERING | BANQUET



An accomplished performer with expertise that reflects the year-on-year success in managing, food and beverage operations, Events & Catering, P&L management, and guest services operations and a vast background in generating significant growth in revenue and effectively motivates personnel to provide superior customer service.

□ PROFILE SYNOPSIS

- **Exposure of over 21 years in progressive leadership** with proven success in focusing on full-service hospitality operations, performance-driven and customer-centric.
- **Multi-faceted Leadership expertise in high-profile executive** roles- selected by the firm in tackling challenges for driving efficiency & growth in cost-effective improvements to capture market share & secure long-term growth.
- **Successfully planning and executing events of varying scales.** Expertise in managing end-to-end catering operations, cultivating client relationships, and ensuring seamless event experiences.

Key Impact Areas: Strategic Planning & Execution / F & B Operations | Catering & Events| Operation Management / Business Growth Opportunities / Cost-Effective techniques /Strong Communication/Team Building & Management/Liaison & Coordination/P&L, Financial Analysis/

□ ORGANIZATIONAL EXPERIENCE

August 2023-Present with Regenta Place, Bangalore, Royal Orchid & Regenta Hotels, Bangalore with 83 Keys, 1 Restaurant, 4 Banquet Halls.

Hotel Manager – Pre Opening

- ✓ Pre opening project experience for Regenta Place Vasco, Goa
- ✓ Responsible for all the preparation for Front Office, House Keeping, F & B, Store, Kitchen, IT, HR
- ✓ Responsible for all the needs these departments have. Responsible of all the purchasing for these departments.
- ✓ Responsible of interviewing & training for the departments.
- ✓ Start all the standards and procedures for the departments and the daily operation day.

Oct 2019 till August 2023

TRIVIK HOTELS & RESORTS, CHIKMAGALUR

Food & Beverage Manager

- Direct all frontline operational activities of all food and beverage services ensuring that quality products and services are delivered and served to guests.
- Assist in overseeing the running of all food and beverage outlets to achieve service goals and customer satisfaction. Results-driven Events Operations Manager with a distinguished background in orchestrating flawless event experiences.
- Proven expertise in strategic planning, team leadership, and seamless execution of diverse events.
- Adept at optimizing processes to enhance efficiency and contribute to the overall success and growth of events operations.
- Committed to delivering exceptional experiences through meticulous planning and attention to detail.

May 2016 till October, 2019

GOLDFINCH HOTELS, Bangalore / Mangalore

Food & Beverage Manager

As a Head of Food & Beverage I am responsible for the short and long term planning and the management of the food & beverage operations in the front and back of house to achieve customer satisfaction and quality service while meeting / exceeding financial goals. The role involves managing and achieving of profit and quality for all food & beverage operations in the property, including restaurants, bar and banquet, ODC operations will include key responsibilities such as:

- Maintain standards of food & beverage quality and guest service quality.
 - Increase level of guest satisfaction by delivering of an improved product through employee development, job engineering and quality image.
 - Market the food & beverage outlets, develop and manage the implementation of menus, package deals, promotions, displays, decorations and presentation within corporate guidelines to meet / exceed sales and financial goals and objectives.
- Implement & manage all company programs to ensure compliance with SOP's.

February 2015 till March 2016

THE GRAND BHAGWATI, RAJKOT

Food & Beverage Manager

Dynamic Food and Beverage Manager at The Grand Bhagwati Rajkot with a successful background in optimizing restaurant and Banquet operations. Proven expertise in team leadership, inventory management, and ensuring exceptional guest experiences. Skilled in implementing cost-effective strategies, driving revenue growth and maintaining high standards of service. Adept at collaborating with cross-functional teams to exceed customer expectations and contribute to the overall success of the Grand Bhagwati dining experience.

- As an in charge overseeing the daily operations of the All-day dining restaurant, Multi Cuisine Restaurant, In-Room Dining (IRD) and banquet events having 02 hall & 02 open lawn
- Managed a team of 30 members including 02 managers.
- Formulated the annual budget, forecast, promotion calendar and marketing plan for the Food and Beverage (F&B) department.
- Took on the responsibility of menu engineering and implementing a menu pricing strategy.
- Developed strategic partnership deals with vendors for promotions and sourcing management.
- Established and oversaw team coaching and development initiatives.

April 2014 to December 2015

Royal Orchid Regenta Central Bharuch

Food & Beverage Manager

Seasoned F&B Manager at Regenta Central Harimangala Bharuch, with a proven record of accomplishment in elevating dining experiences. Expertise in managing diverse outlets, optimizing operations, and ensuring exceptional service delivery. Adept at strategic planning, menu development, and driving revenue growth. Skilled in leading high-performing teams to exceed guest expectations and contribute to the overall success and reputation of Royal Orchid Regenta Bharuch F&B offerings. Committed to maintaining the highest standards of quality and creating memorable dining experiences for patrons.

March, 2008 till March, 2014

THE SERAI HOTELS & RESORTS, A unit of Coffee Day Hotels & Resorts Pvt. Ltd (Preopening)

Food & Beverage Manager

The Serai has a Presidential villa "The Residence", Duplex's villas - "Estate Terraces", Estate Villas, each with a private plunge pool and 4 Estate Villas with Jacuzzi. 29 villas in a 70 acre coffee estate and voted amongst others "best romantic destination in India"

Proven expertise in coordinating conferences and managing diverse events with meticulous attention to detail. Adept at liaising with clients, ensuring their needs are met, and exceeding expectations. Skilled in team leadership and collaboration to deliver exceptional service and uphold the high standards of The Serai. Committed to enhancing the overall guest experience and contributing to the success of the hotel's conference and events offerings.

May 2005 till March 2008
ROYAL ORCHID RESORT, Bangalore
Assistant Food & Beverage Manager

Accomplished Assistant Manager of Food and Beverage Service at Royal Orchid Resort Bangalore with a proven track record delivering exceptional dining experiences. Expertise in overseeing restaurant operations, managing service teams, and ensuring impeccable guest satisfaction. Adept at implementing service standards, optimizing workflows, and contributing to revenue growth. Skilled in cultivating a customer-centric environment and maintaining high-quality service. Committed to upholding the prestigious reputation of Royal Orchid Hotels through excellence in food and beverage service management.

Dedicated Event Coordinator bringing experience in orchestrating seamless and memorable events. Proven expertise in coordinating conferences and managing diverse events with meticulous attention to detail. Adept at liaising with clients, ensuring their needs are met, and exceeding expectations. Committed to enhancing the overall guest experience and contributing to the success of the hotel's conference and events offerings.

August 2001 to April 2005
HOTEL INDER RESIDENCY
F & B Executive

Experienced Hotel Operations Supervisory Trainee specializing in Banquet Operations and Multi Cuisine Fine Dining , at Inder Residency. Grown to a level of Executive, optimizing banquet operations, and elevating in-room dining services. Adept at developing and implementing training programs to enhance team performance and guest satisfaction. Skilled in maintaining service excellence at Khana Khazana restaurant and contributing to the overall success of Inder Residency Ahmedabad hospitality offerings. Committed to fostering a culture of continuous improvement and delivering top-notch guest experiences.

□ INDUSTRIAL EXPOSURE

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- Completed Six Months of Industrial Training at HOLIDAY INN KRISHNA-Hyderabad, Training under study in all departments of the hotel.
 - Completed 45 days of Vocational Training at JAYPEE RESIDENCY MANOR-Mussoorie, in Food & Beverage Service Department.

□ ACHIEVEMENTS

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- Got the appreciation from HSBC for handling 3000 pax ODC and 3000 pax Annual Day in resort , 2006
 - Achieved the highest revenue at Goldfinch Bangalore for F & B Departments in 2016
 - Achieved the highest footfall & business at Goldfinch Mangalore in 2018

□ EDUCATION & CREDENTIALS

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- HigherSec.+2, Assam Board, 1997
 - 3 Years of Hotel & Catering Management, Durgapur Educational Society Affiliated from AICTE, 2001
 - *Completed 1 year Management Training Programme at Hotel Inder Residency, Ahmedabad from Aug 2001 to Aug 2002.*

Computer Skills

- MS.Office, Hotel Management software (IDS,SHAWMAN, LUCID, HOTELOGIX)
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□ PERSONAL DOSSIER

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- **Date of Birth :** 13TH August, 1978
 - **Languages Known :** Hindi, English, Bhojpuri