**PRAVEEN KUMAR **

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**OBJECTIVE**

To obtain a responsible and challenging position that will utilize both my educational background and professional experience to contribute to the organization's goals and simultaneously provide excellent opportunities for career development and personal growth.

**CAREER SUMMARY**

Creative and result oriented professional with 13 years of senior level management and specialised experience in hospitality and healthcare operations. Proven track record of operational excellence and increasing profitability through keen analytical and financial management skills. Well appreciated leader with a history of motivating teams to peak performance in efficiency and service.

***Key skill areas include:***

|  |  |  |
| --- | --- | --- |
| * Administration | * Facility Management | * Food & Beverage Management |
| * Project Management | * Strategic Planning | * Motivation & Leadership |
| * Revenue Growth | * Event Planning & Management | * Menu Development |
| * Service Enhancement | * Team Building & Training | * Staff Motivation & Supervision |
| * Vendor sourcing & Negotiations | * Inventory & Cost Control | * Customer Satisfaction |
| * Travel Arrangements | * Food Sanitation Practices | * Human Resources |

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**PROFESSIONAL EXPERIENCE**:

* Working as **Head –Food & Beverages** with **Sitaram Bhartia Institute of Science & Research**, New Delhi, India, January 2014 – Present.

(A multi-specialty hospital and research center)

**Summary of Work:**

**Manages the Food & Beverage Services operation in the Hospital** according to policies and procedures. Provides leadership, support and guidance to ensure that food quality standards, inventory levels, food safety guidelines and customer service expectations are met. Maintains records of income and expenditures, food, supplies personnel and equipment.

**Principle Tasks:**

**Food & Beverage management, Strategy, Internal Processes & Procedures**

* Responsible for the smooth running of all Food & Beverage Areas of the hospital, whilst ensuring revenue opportunities are maximized, expenses are controlled and guest’s expectations are exceeded.
* Manage and assist in operation of Kitchen, Restaurant, Coffee Shop, Patient Service, Room Service, in room Dinning, Banquet operations and Stewarding.
* In cooperation with the business plan, develops and implements strategy for operational management and development so as to meet agreed organizational performance plans within agreed budgets and timescales
* Work with Executive Chef, F&B Manager and team for menu development, pricing, specials, shared budgets for china, glass, silverware and equipment, food costs, monthly expenses.
* Provide overall planning, direction and control to assigned unit to achieve operating and financial goals.  Drive success in management of labor, cost of goods sold and labor scheduling.
* Manage consistency of operations by strict enforcement of Company Standard Operating Procedures.
* Create WOW experiences for all clients and customers.
* Observes and evaluates employees and work procedures to ensure quality standards and service is met
* Mentors, develops and provides on-the-job training to subordinates to strengthen their current performance and preparation for future advancement
* Inspects food and beverage preparation to maintain quality standards and sanitation regulations
* Purchase or requisition supplies and equipment to ensure quality and timely delivery of services.
* Receive issue, take inventory of supplies and equipment, and report shortages to designated personnel.
* Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
* Plan menus and food utilization based on anticipated number of guests, nutritional value, palatability, popularity, and costs
* Specify food portions and courses, production and time sequences, and workstation and equipment arrangements.
* Investigate and resolve complaints regarding food quality or service
* To organize time-to-time events, parties and functions.
* Interact with guests and patients at their tableside to ensure a positive dining experience.
* Worked as **Project Manager (Head –F&B Operations & Projects)** with Compass Group at **Medanta – The Medicity**, Gurgaon, Haryana, India, May 2012 – December 2013.

(A 1250 bedded Multi -Super Speciality Hospital)

**Key Responsibilities:**

**Administration**

* Manage the overall P&L of the business and improve GOP (Gross Operating Margin) of the unit
* Improve the overall service level of the business by monitoring all operational departments and ensuring that the relevant systems, and processes are implemented, tracked, and monitored.
* Manage unit to reduce costs, enhance revenues, foster client relations, drive efficiencies and attain growth.  Encourage managers to evaluate and take actions that are consistent with Company's overall strategies.
* Conduct all operations at unit in accordance with company mission, vision, values, core mandate, integrity and strategic pillars.  Drive sales at unit with innovation and promotions.  Enforce optimization programs at unit.
* Provide unmatched quality of products and services, innovative products and programs, attain Clients’ satisfaction, drive profitable operations and develop exceptional people and their talent.
* Responsible for account retention, extensions and renewals.

**Projects**

* Scoping for new projects and preparing bids and P&L.
* Overall responsible for monitoring, opening and mobilization of new projects at Regional / Zonal level.
* Coordination with Regional Head and parallel with HO for resolving any issues pertaining to site related progress, design, coordination with vendors, etc
* Coordination with client & management for timely completion and mobilization of the projects.
* Coordination with procurement at Regional Level / HO for timely release of Purchase Orders, clearance of bills, generation of reports, etc.
* Coordination with vendors for timely material deliveries along with daily / weekly / monthly reports.

**Human Resources, Training & Staff Development**

* Oversee the HR department of the business to ensure all departments are adequately staffed and the employees are adequately recruited, trained, and motivated. Personally monitor / conduct / executive training and recruitment where necessary.
* Recruit, train and manage management team to provide exceptional service to Company’s clients, drive growth of revenue and profit and maintain high quality of service.
* Assist in the development and succession of culinary professionals.
* Ensure employee satisfaction through right hiring, retention, training and effective communication meetings and processes.
* Monitors and reviews staff rotas and ensures that scheduled manning is in accordance with operational requirements whilst maintaining maximum productivity

**General Hygiene and Sanitation**

* To ensure that the Company’s Health & Safety Program is strictly implemented, including the cleanliness of all Food & Beverage areas, personal hygiene standards for all food handlers and weekly/monthly Hygiene Audits.
* To ensure that all Health and Safety requirements are met for each department

**Cost Control**

* Maintain proper and adequate controls are in place specifically over purchase orders and requisitions
* Monitor monthly food and beverage inventory turnover
* To ensure that purchasing, receiving and all storage are efficiently handled and that the goods purchased conform to the company’s specification
* Review food and beverage cost analysis on a daily basis to maintain in line with budgeted and forecasted figures
* Review and analyze monthly Profit and Loss statement with Financial Controller.
* Recommend / institutes measures for control for any deviation of plus or minus 5%

**Supplier Relation**

* Meet regularly with key suppliers to ensure maximum service, e.g. Direct discussion of whatever quality flaws in the product
* Maximize discounts, sponsorships and takes advantage of special offers

Keep update on new products in the market

* Worked as **Sr. Manager – Food & Beverages** in **BLK Super Speciality Hospital**, New Delhi, India, December 2009 – April 2012.

(A 500 bedded Super Speciality Hospital)

**KEY RESPONSIBILITIES:**

**Food & Beverage Management**

* Responsible for the smooth running of all Food & Beverage operation of the hospital, whilst ensuring revenue opportunities are maximized, expenses are controlled and guest’s expectations are exceeded.
* Manage and assist in operation of Kitchen, Coffee Shop, Patient Service, Room Service, in room Dinning, Banquet operations and Stewarding.
* To work out on Menu Planning, budgeting and food standardization
* Ensure smooth operation through accurate forecasting, Planning and Scheduling.
* Ensure that high quality of service is carried out promptly according to the standards.
* Maintain a high standard of hygiene, safety and cleanliness in accordance with standards and statutory requirements.
* Responsible for grooming, cleanliness, hygiene, uniforms and overall attitude of the staff.
* Develop, design and continuously upgrade the Procedure & Standard Manuals for all areas in accordance with NABH and JCI standards.
* Ensure awareness and compliance with all Health & Safety and HACCP work practices.

**Event Planning & Management**

* Responsible for organizing and running events, and taking full ownership of the management side of things from the initial planning stages and budget right through to the running of the event on the day.
* Liaising with marketing and operations team to ensure an event meets its objectives.
* Setting deadlines and allocating projects within the team.
* Defining events, goals, objectives and implementation plans.
* Providing regular updates and status report to immediate team and key stakeholders.
* Establishing communication protocols and operating procedures.
* Determining fiscal requirements and preparing budget recommendations.
* Ensuring quality standards are maintained by company staff and external contractors.
* Conduct pre- and post-event meetings to review needs and obtain feedbacks.

**Vendor Management**

* Responsible for negotiation and hiring of Food & Beverages, events, housekeeping, laundry and parking contractors.
* Responsible for procurement of various Food & beverages items, equipments etc to ensure quality and timely delivery of services.
* Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.

**Manpower Management.**

* Manpower planning and Deployment.
* Assist in recruitment, selection and induction of staff in accordance with standards.
* Effectively lead, develop and motivate the service team, monitor and solve personnel issues as they arise within the department.
* Ensure that the staff is rostered efficiently, productively and up-to budget.

**Travel Desk Management**

* Domestic and International Air Ticketing / Train and Bus Reservations
* Hotel reservations in India and Abroad / Service Apartment reservations
* Domestic Transportation and Airport Pick-up and drop
* Forex, Visa service and Passport assistance

**Laundry Management**

* To manage laundry services in terms of receiving, cleaning, tailoring and issuing.
* Liasoning with different departments for smooth functioning of Laundry Department

**Nursing Hostel Management**

* Maintaining product, service quality and safety standards by conducting regular inspections, investigating complaints and initiating corrective action.
* To inspect all parts of hostel and to get assured about security of hostel with maintaining level of cleanliness.
* To ensure that the maintenance activity is carried out smoothly.
* To provide Food & Beverages facility in the hostel.
* Worked as **Asst. Manager – Food & Beverages** in **Escorts Heart Institute and Research Centre** – A **Fortis Network Hospital**, Delhi, India, July 2007 – December 2009.

(A 329 bedded Hospital Super Speciality in Cardiac Sciences)

**Key Responsibilities:**

* Responsible for managing all aspects of the Food & Beverage Departments both in the operational and sales function.
* Maximize the profitability of the F&B operations through the implementation of effective cost controls and supplier negotiation.
* Maintain consistent standards of service, ensuring guest satisfaction while creating a work environment that supports organizational values.
* Manage the day-to-day operation of the Food & Beverage departments, ensuring exceptional guest service from all areas.
* Set and review departmental objectives for the team and provide continuous employee feedback.
* Mentors, develops and provides on-the-job training to subordinates to strengthen their current performance and preparation for future advancement.
* Monitor food preparation and methods, size of portions, garnishing and presentation of food to ensure preparation and presentation in excellent manner
* Ensure smooth operation through accurate forecasting, Planning and Scheduling.
* Dealing with Vendors regarding procurement of various items, equipments etc.
* Ensure prompt resolution of customer complaints.
* Negotiate and monitor contracts and agreements with external suppliers, ensuring competitive pricing of F&B items.
* Ensure awareness and compliance with all Health & Safety and HACCP work practices.
* To organize time-to-time events, parties and functions.
* Interact with guests and patients at their tableside to ensure a positive dinning experience.
* Worked as **Asst. Manager – Food & Beverages** in **Fortis Hospital** -A RANBAXY group company, Noida, India, April 2006 – June 2007.

(A 350 Bedded Hospital – Super Speciality in Orthopedics & Neuro Sciences).

* Worked as **Executive – Food & Beverages** in **Fortis Hospital** -A RANBAXY group company, Noida, India, July 2004 – March 2006.

(A 350 Bedded Hospital – Super Speciality in Orthopedics & Neuro Sciences).

* + Worked as a **Catering Manager** in **Mann Public School,** Delhi, India, June 2002 - July 2004.

(One of the leading Boarding Schools of India catering to 300 students from different parts of India

and Abroad - maintaining multi cultural Atmosphere).

* Compiled Six Months Industrial Training in **Jass Trident** (A 5 star Hotel), Khajuraho, India.

**QUALIFICATION**  : **Three years Diploma** in **Hotel Management** from Institute of Hotel

Management, Catering Technology & Applied Nutrition, Bhopal,

India, 1999-2002.

Pursuing **Masters in Tourism Management** from IGNOU.

Advanced Certificate in PC Application from **NIIT**.

Passed XIIth from C.B.S.E., Jodhpur, India in 1997.

**Other Achievements**  : Selected as a State representative for Vayu Sainik

Camp organized by Directorate General NCC, Hyderabad, 1998

Certified as Best Cadet Drill in Annual Training Camp NCC, 1998.

Participated in Regional Sports Meet (Athletics), 1996.

Stood Ist in Sub regional Games Meet (Volley Ball), 1996

**PERSONAL DETAILS**:

**Date of Birth** : 12th July, 1979

**Height & Weight** : 180 cm. & 82 kg.

**Father’s Name**  : Mr. Krishan Prasad

**Occupation** : Ex-Service man (Air force)

**Language**  : English, Hindi

**Hobbies**  : Public Relation & Out Door Activities.

**Passport No.** : **E 1332748, expiry 10/04/2012**