

Deepesh Ameta

Manager – F&B Operations, New Store Opening, Business Development and Quality Assurance

Executive Summary

Product of Bhopal Nobles under the guidance and mentorship of Mohan Lal Sukharia University, Udaipur, I proudly graduated in Political Science, yet life left me wanting for more.

Self-exploration brought me to Bangalore and I re-graduated in Hotel and Hospitality Management from AMC College, Bangalore.

A passionate cricketer and game lover pursued a short lived cricketing dream culminating at the Rajasthan State Level at Under 16 & 19 format juxtaposed. Also discovered an instinctive inclination for cooking.

I commenced my professional journey with Oberoi Group of Hotels and rose in ranks, skills, approach and urge over the years with BJN Group of Hotels, Hotel Octave, Holiday Inn Resort, Goa, PVR Cinemas Pvt Ltd. Nurtured and Honed with the best in industry mentors and leaders, I am a proud guide, leader and mentor for the next generation while still learning and more than ever hungry to grow. Continuously growing and outgrowing self in Restaurant Management, New Business set up, Hospitality services, Guest interaction and team building and a venerable guide and mentor for subordinates to reckon, I take pride and sufficiency in a fulfilling and satisfactory journey so far.



Event History in Bullets

“Sr. Operation Manager” at “The Residences” A unit of Padukone-Dravid Center for Sports Excellences, Bangalore from 3rd Jan 2023 to till date

“F&B Manager” at “The Residences” A unit of Padukone-Dravid Center for Sports Excellences, Bangalore from 1st Sep 2021 to 2nd Jan 2023

“Cafe Operation Manager” at “food@work by zomato”, Zomato Media Pvt Ltd from June - 19 to Aug 2021.

“Sr. Business Manager” at “Barbeque Nation Hospitality Ltd” Bangalore, from April -17 to May-19

“Operation Manager” (Exclusively for Gold Class) – “PVR Cinemas”, Bangalore Region, July 2014- April 17.

“Restaurant Manager” at “Holiday Inn Resort Goa, Goa, From April2012 – June 2014

“Assistant F&B Manager” at Hotel Octave Bangalore, Feb 2010 – Mar 2012

“Management Trainee to Unit Manager” – B.J.N Group of Hotels from May 2007 to Jan 2010

“F&B Steward” at Hotel Oberoi, Bangalore, June 2006 to Feb 2007

ODC for Hotel Taj Gateway, Bangalore ODC for Leela Palace, Bangalore
Industrial training at Hotel Vishnupriya, Udaipur

Life OBJECTIVE

To achieve highest self-value in my professional career by working in an organization providing total solution in the field of hospitality (guest service) and meet my “employer’s unlimited satisfaction”, through my knowledge & by ensuring effective service with committed & dedicated people, which will help me to explore myself fully and realize my potential and to succeed with success of the organization I am working for.

ACADEMICS

<i>Degree</i>	<i>Institution</i>	<i>University</i>	<i>Year</i>
B.H.M.	A.M.C. College	Distance Learning	2007
B.A.	B.N. College	M.L.S.U.	2003
2 nd PUC	FSSC School, Udaipur		

BEYOND ROUTINE

- Participated in Food Festivals of AMC College – “Relish” Regulated in 2004 &2006
- Represented Rajasthan under 16 & 19 at Vijay Merchant Cricket Trophy and Cooch Vihar.
- Represented MLSU University in inter university north zone 2000-2001 held in Amaravati, Maharashtra and in year 2001-2002 held in Baroda, Gujarat.
- Played Drum at various concerts and Orchestra

TRAININGS ATTENDED

- Cocktail Training – at Hotel Hyatt by Shatbhi Basu
- First Aid Training – PVR Cinemas and St. Johns Hospital, Bangalore
- Fire Training – PVR Cinemas and Fire Authority of Bangalore
- Industrial Training – Hotel Vishnupriya, Udaipur

Personal Qualities

- Passion for Hospitality
- People Focus: training & development
- Custodian of Culture & How to make people Work Together principal
- Thirst for Knowledge
- Dedication to providing exceptional customer service
- Multitasking abilities
- Relationship Building & Adaptability
- Analytical Skills
- Planning & Organizing with Process Orientation.
- Measuring & Monitoring Work and lead from the front with ownership

Key Responsibilities: -

Currently Handling 70 Room Property as F&B Manager, with core responsibility of all exiting F&B outlet operations. A Multi-Cuisine Restaurant, A coffee Shop, IRD Services, A Banquet Hall (400 Pax Capacity) and Conference Hall.

Over all experience of 16 years in Hospitality (Hotels, Restaurants & Bar) & New Store Opening & Retail Operations. Handled a large team in Operations consisting of F&B Ops, Training Ops, Back-end Ops and Customer Support Coordination, empanelment and management of vendors for all the required verification's.

Experienced in managing Disbursal activity from on-roll & off roll team members.

Handle MIS of the portfolio analyzed and prepare relevant reports on regular basis for various stakeholders. Managing escrow account relationships with Banks for disbursal and reconciliation.

Good understanding on managing P&L for department and company level.

Co-ordinate with internal & external stakeholders and vendors respectively for RCA, Field Investigation for all MIS and Cost.

Additionally, take care of timely submission of post disbursement documents to relevant departments, audit and monitoring of lending partners as per the work flow and frequency.

Key Skills: -

Good communication skills and ability to work with management, customers and vendors, Good people skills and having ability to work as part of a larger team.

Ability to observe pressure and function according to the expectation of Senior Management Able to prioritize requirement and accordingly take necessary actions.

Understanding of Operational Matrix and delivery models.

STRENGTH AND SKILLS

Adaptability



Team worker and facilitator



Leadership Qualities



Sincerity



Willingness to learn



Listening and Patience



Integrity



Comprehensive problem solving ability



Experience in customer handling



Communication



Temperament



Training and Mentoring



Point Focus and Destructiveness



Comprehension and Conviction



Stamina and Physical Ability



Stress and Pressure Handling



Sociability and Intractability



Openness to Travel and Mobility



SPECIALTIES: -

- Handling local sales and marketing activities.
- Deal with cost effective activities.
- Coordinate with other operational and nonoperational department to achieve common goals and targets.
- Maintaining customer satisfaction.
- Handling guest complaints.
- Maintaining proper food hygiene & standards.
- Recruiting and organizing staff for the operation.
- Enthusiasm & ability to motive the staff.
- Training for the staff & implementation.
- Increasing productivity & profitability to the establishment.
- Excellent communication & influencing skill
- Result oriented
- Financial awareness & understanding of P&L
- Ability to strategize & analyze reports
- Sales & marketing orientation
- Planning & organizational skills
- Building & developing high performance team
- Operating system & internet skills

RESPONSIBILITIES: -

- Responsible for Day to Day movement of the Restaurant.
- Responsible for doing Opening and Closing of the Restaurant.
- Responsible for Cashing up with correct procedures.
- Responsible for doing correct banking procedures.
- Making Accounts Sheet, to send Accountant, on weekly basis.
- Responsible for Time sheet, controlling the Hours of Staff for the Budget control.
- Checking the Maintenance of the Restaurant.
- Taking care of any Lost and Lost found items of the Guests.
- Responsible for Recruiting the Experienced Staff. Making Proper Training schedule for new staff.
- Making staff Rota, with checking proper Reservations.
- Taking the Reservations and Outdoor booking, and making Required Menu according to the guests Request, discussion with the Chef.
- Doing the inventories of Drinks, plates, cutleries, table cloths, napkins etc.
- Give a proper Training to staff, how to handle a till. Doing a programming in the till, as per requirement (like, new wines in menu, new dishes in menu, changing of prices etc.)
- Maintaining a High standard to feel guest happy always.
- Checking the Quotation from different suppliers and choosing the right one.

Duties

Financial:

- Supervise cluster of outlets.
- Maximize area sales performance and drive profits.
- Sales forecasting and apportioning targets across teams.
- Reviewing business performance in line with budgetary control
- Asset & Equipment maintenance.
- Salary costs for restaurant level.
- Analysis of Sales: Salary ratio in the respective area assigned.
- assuring the Timely indent is done for restaurant.
- Wastage control measures.
- Timely forecast of the stock in order to ensure the smooth operations.

Learning & Development Management:

- Retention of manpower.
- Manpower planning & translating requirements to HR periodically
- Handling transfers & takeovers
- Inspiring team & conduct employee initiative programs.
- Appraise subordinates and performance management.
- Team development and growth.
- Grievance handling & solving issues.
- Ensure the Training Certification of team members.

Process & Customer Orientation:

- Develop marketing & promotion ideas to increase walk-ins & sales.
- Ensure smooth support functions and further integration with operation team.
- Ensure all the Customer complaints are resolved.
- Analysis of Customer database complaints & drive the footfall in the restaurant.
- Competitor analysis.
- Vendor management.
- Market Intelligence.
- Waste management
- statutory requirements
- Restaurant's issue resolution.
- Ensure the SOPs are followed throughout the restaurant.
- Fortnight Team Meetings to ensure the resolution of complaints.
- Integrity & cost controllable.

PERSONAL DETAILS

- Permanent Address: No. 85, Haran Magri, Sector 3, Udaipur, Rajasthan.
- Contact Information: 9916549495
- E: Mail: deepeshameta@gmail.com
- Marital Status: Married
- Nationality: Indian
- Parents / Guardian: Father - Mr. Ramesh Ameta, Mother – Late Sharda Ameta
- Languages Known: English, Hindi, Rajasthan,
- Computer Proficiency: Well versed with day to day handling and report writing, MS Office, Internet
- Interests and Activities: Listening to Music, Surfing Net, Sports like playing cricket

STATEMENT OF PURPOSE AND ASSURANCE

I would humbly state that in my endeavor to learn and grow I would never undertake any such task which would be UN-ethically, illegally and organizationally offensive.

Also I can assure you of my competence and expertise and commit that every bit on my knowledge, skill and experience will be dedicated towards fulfillment of your organizational goals. I would input my best efforts to ensure that your firm benefits.

At last I would state that all the information furnished above is true and correct to the best of knowledge.

Thanking You,

Deepesh Ameta