***resume***

***Name*** *: WILLIAM GONSALVES*

***Date of Birth*** *: 27th August 1962.*

***MARTIAL STATUS :*** *Married*

***passport detail :*** *J 5558313. VALID: 23/05/2021*

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# *EDUCATIONAL*

***QUALIFICATION :***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Education* | *Name & Location of School/ College* | *No. of Year* | *Board* | *Specialisation Subjects* |
| *School* | *St. Paul’s Boarding & Day School, Calcutta* | *10* | *I.C.S.E.**1975 with 56%* | *English, Hindi, History, Geography, Math, Science.* |
| *College* | *St. Thomas Boys School, Calcutta* | *2* | *I.S.C.**1977 with 56%* | *English, Hindi, History, Principal of Accounts, Economics, Structure of Commerce* |
| *Pro. College* | *University of Calcutta, Calcutta*  | *2* | *2 (Two) B.Com**1979 with 63%* | *English, ACNP, Commerce, ACNP-1, ACNP-2.* |
| *Spl. Training* | *International Institute of Advanced Studies, School of Hotel & Tourism Management, Calcutta* | *3* | *3 Years Dip.**1988 with 70%* | *Accounts, Bev. Service Pract., Communication, Computer, Front office Pract/Theo, Food Prod. Pract/Theo, French Pract/Theo, H/K Pract/Theo, Hygiene & Nutrition.* |
| *Short Term Courses* | *International Institute of Hotel Management, Calcutta* | *6 Mts.* | *6 Mts. Certificate**1987 with 85%* | *Theory, Practical and Industrial Training.*  |

***CURRENT EMPLOYMENT***

***Chiabadi Group Of Mountain Retreats, Resorts & Spa*** *Dec 2017 - Present*

***Group Operations Manager***

***Job Profile :-*** *Looking after the company’s important portfolio – Food & Beverages/House Keeping/Front Office/Food Production/Maintenance/Logistics/Recruitment/Training at the operational level thereby ensuring a smooth and efficient functioning of all respective departments at any given time across all the 4 properties of the company****.*** *Proven ability to lead, motivate and build successful teams. Understand all legal, regulatory, information security and compliance requirements. Proven Influencer and Negotiator. Achieving targets in a dynamic and complex business environment. Team leading and People development skills. Ability to manage and develop a diverse group of highly skilled people. A pragmatic approach to getting the required results. Ability to manage operations within budgetary constraints. Building and maintaining strong and effective relationship with suppliers and customers. Performance management, Financial Control, Customer Satisfaction, Recruitment, Staff Training, Margin Performance, Commercial Awareness.*

***LAST EMPLOYMENT***

***Name- Titanic Hotel and Spa\*\*\*\*\* (Pre opening team)-Kurdistan***

***Period-*** *Nov 2012 to Nov 2017*

***Position- Food & Beverages Operations Manager***

***Reporting to****- Director (F&B)*

***Salary Drawn****- USD 2500/- plus*

 ***Job Purpose****Assisting, and deputizing for, the Food and Beverage Director in the smooth running of the food and beverage dept. Responsibility to develop, innovate and deliver a product mix which is quality driven whilst maintaining aggressive financial returns, ensuring that all working methods are reviewed and best practice is achieved so we in turn can grow our business whilst delivering excellent guest service.*

***Duties and Responsibilities***

* *Working, and developing relationships, with external suppliers to ensure the very best reputation within the industry, and receives the service required to ensure that the operational Food and Beverage team can deliver the highest quality product, and the highest financial return*
* *Working closely with the Director to ensure correct stock levels are available from central distribution area, to assist the operational Food and Beverage team*
* *Ensuring strict compliance with all relevant Hygiene and Safety legislation and requirements*
* *Ensuring that the industry standard with regard to safety and hygiene*
* *Championing a training culture within the Food and Beverage team to ensure succession planning, and a culture that exceeds the very best the industry has to offer*
* *Constantly review the product range to ensure that all key quality standards are maintained*
* *Maintaining close, professional, effective links with all depts ensuring that suppliers deliver to stated agreements, best practices are followed and technological advances are sought*
* *Managing all internal stakeholders: both, other departments within the organization who deliver services to the Food and Beverage team; and support the Central Support*
* *Participating in the food development panel that sits to drive the food offer across the organization*
* *Assisting the Director with managing Health & Safety and Food Hygiene, ensuring there is strict compliance with all legislation*
* *Was the department representative on the H&S Committee and be the first point of contact for the Environmental Health Officer, and responsible for investigating any alleged food poisoning cases, for reporting to the Director*
* *Had to collate and disseminate food safety alerts when appropriate and be responsible for ensuring departmental compliance with the group health and safety policy*
* *Managing the external food hygiene consultant, and the resulting reports*
* *Required to work with the Security Manager to deliver an effective loss prevention scheme*
* *Responsible for maintaining and helping enforce the agreed brand standards for each unit by conducting and managing monthly audits*
* *Was the department representative for Special Events, working each special event as the departmental duty manager*
* *This involved all planning associated with each event, right through to delivery*
* *Was responsible for all trade press subscriptions and ensuring relevant information is passed on to the Restaurant Managers and Assistant Managers*
* *Liaise with the Sales and Marketing team and Food and Beverage Director to collate and respond to all customer correspondence, ensuring this is communicated to the entire Food and Beverage team, where appropriate*
* *Was responsible for ensuring spend per head is increased year on year, without jeopardizing guest satisfaction and quality*
* *Maintaining the F&B Management invoices and journals, manage and monitor expenditure associated with catering equipment repair, manage the asset register and assist in budget setting each year for the department*
* *Managing the incentive scheme, allocating and verifying spending and assisting in report analysis on stock and sales, highlighting and acting on any anomalies*
* *Had to create and be required to operate within efficient labor budgets for each season, tracking labor spending and providing input regarding capital projects and initiatives*
* *Taking full responsibility for managing and meeting all committed budgets related to the Staff and Restaurant*
* *Acted as a purchasing officer and budget controller for the restaurant, creating a professional relationship with all suppliers*
* *This included ordering of equipment within financial constraints, invoice querying and establishing a positive relationship with the Finance Department*
* *Assisted in the planning and implementation of new ideas and menu specifications each season, working closely with Central Support Team to ensure they fit with guidelines and are to the high quality our guests expect*
* *Consistently reviewing products delivered to ensure KPIs are met and take up any shortcomings with suppliers*
* *Taking line ownership of the Corporate Event menus, signing them off seasonally, in conjunction with the Corporate Events Manager*
* *Was well conversant in latest trends in food nutrition for our target audience and contribute to the ongoing nutritional developments*
* *Provided constant leadership, counseling, advice and feedback to my peers*
* *Providing an environment of openness and trust, with constant feedback and performance coaching.*

***EARLIER EMPLOYMENT DETAILS***

***Highcrest Hotel & Spa\*\*\*\*\*(Pre opening team) – Kurdistan*** *May 2012 – Oct 2012*

***Banquet & Conference Manager***

***Spicy Village Chain of Restaurants L.L.C. – Oman*** *Sept 2009 – Sep 2011*

***Restaurant Operations Manager***

***Opera Catering Services – Kuwait*** *Apr 2009 – Aug 2009*

***Manager – Operations***

***City Centre Commercial Company – Kuwait***  *Dec 2005 – Apr 2009*

***Section Head***

***Bar B Q Restaurant-India*** *Jan 1996 – Dec 2005*

***ASST.RESTAURANT MANAGER***

***Bengal Club Ltd-India***  *Jan 1991 - Dec 1995*

***RESTAURANT MANAGER***

***Siam InterContinental\*\*\*\*\*-Bangkok*** *Oct 1988 - Nov 1990*

***RESTAURANT MANAGER***

***Shangri La\*\*\*\*\*-Bangkok*** *May 1986 - May 1988*

***RESTAURANT SUPERVISOR***

***AWARDS :*** *Best Fine Dining Restaurant 1989*

 *: Best Wine Bar 1992*

 *: Best Catering Service 2009*

***ACHIEVEMENTS***  *: Participated in the All India Culinary Competition held.*

 *Was 2nd runner up for Indian and Chinese classical menu.*

 *Participated in the Association of Catering Professionals as*

 *Mr.Hospitality.Was selected as F & B Manager for a year*

 *thereby organizing various events, festivals, parties, themes*

 *etc.Increased sales by 14%between 2009&2011.Reduced*

 *the number of employees from 27 to 21thereby saving over*

 *$24000pm in labor cost.*

***KEY SKILLS*  :***Restaurant, Hotel, Food & Beverage, Roaster, Kitchen,*

 *Menu, Restaurant Operations, Shift Mgmt, Attention to*

 *Details, Business dealing skills, Communication &*

 *Customer handling skills, Employee Motivation skills,*

 *Ability to deal in a dynamic environment. Highly oriented.*

 *Highly skilled at problem identification & problem*

 *resolution. I am driven, determined, forward thinking,*

 *ambitious,outgoing,financially astute, experienced*

 *guest focused, and a natural leader.*

***SPL ADV COURSES : INDUSTRIAL RELATIONS&PERSONNAL MGMT***

*English, Elements of Management, Organizational Behavior, Industrial Relations and Personnel Management.*

 ***: BUSINESS MANAGEMENT***

*Elements of Management, Organization Behavior,*

*Personal Management, Finance Management, Total*

*Quality Management, Time & Stress Management*

***CERTIFICATIONS***  *: EXCEL/WORDS/HACCP/MICROS/OPERA/GPOS*

### *TOTAL WORK Experience : 20 years+*

***LANGUAGE PROFICIENCY :***  *Fluent English, Hindi, Bengali .Elementary Arabic*

 *& French*

***ABILITY TO JOIN :*** *As and when required*

***PRESENT CTC*** *: USD 2500/-plus*

***EXPECTED CTC*** *: Negotiable*

### *REFERENCES : Upon request*