

SAMIR TOPPO



PRESENT ADDRESS

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WORK EXPERIENCE:

PARAS HEALTH (Srinagar, Jammu & Kashmir)

DESIGNATION – MANAGER FOOD & BEVERAGE SERVICE (March 2023 to Till date)

JOB DESCRIPTION:

- To direct, coordinate & supervise the functions of F&B department.
- Develop/ Improve department specific policies, protocols & processes in consultation with other department for smooth & efficient working of the departments.
- Ensure implementation & adherence of above mentioned policies, protocols & processes.
- Coordinate with the vendor to ensure availability of adequate & competent manpower, proper documentation and compliance with statutory law as applicable.
- Strict control on the Hygiene status of the kitchen, kitchen equipments, utensils and dining area
- Schedule and inspect food and beverages delivers in order to verify product quality and quantity.
- Ensure raw food item is of good quality & is stored properly in hygienic condition. Also ensure compliance with health & food safety regulations.
- Review work procedures and operational problems in order to determine ways to improve services performances and safety.
- Monitor food preparation/methods, portion size, garnishing and presentation of food in order to ensure that food is prepared and presented in acceptable manner.
- Ensure food served to the patients is as per dietician's advice & of adequate quantity on time.
- Ensure food for patients on special diet is cooked & served on prescribed time.
- Attends to customer complaints or issues regarding food quality & service and try to resolve them at the earliest, aim at achieving maximum customer satisfaction.
- Ensure order is served on time to outsiders/staff.
- Ensure regular staff training and orientation.
- Developing operating & capital budget of the departments and ensure adherence to the budget.
- Provide daily & monthly reports as per the given format to Sr. Manager- Non Medical Services.

MAX HEALTHCARE (Shalimarbagh, New Delhi, India)

DESIGNATION –DEPUTY MANAGER FOOD & BEVERAGE SERVICE (Jan 2015 to March 23)

JOB DESCRIPTION:

- Adhere to established benchmark practices and standards in F&B.
- Ensure all health and hygiene standards and all requirements of Licensing authorities are being followed.
- Implementation of hospital policies, operating procedures, training programs, manuals, corporate directives, duty roaster and relevant rules & regulations affecting the Food & Beverage department.
- Ensure proper food preparation as per our SOPs and timely service
- Maximizing the productivity of the equipment and manpower
- Maintaining impeccable hygiene as well as work and safety standards at the work place
- Liaison closely with Vendor Team and ensure attendance and availability of desired staff members for operations
- To adhere to the TATs under standard operating guidelines.
- To comply with the service quality Process, environmental & occupational issues & policies of the respective area
- To ensure safe utilization of equipments and proper waste disposal system and manage hygiene standards
- Keep track on revenue generated by all the F&B Outlets in the Hospital

SODEXO ON SITE FOOD SOLUTION (New Delhi)

DESIGNATION-HOSPITALITY MANAGER (Nov 2012 to Dec 2014)

JOB DESCRIPTION:

- Responsible for maintaining and continuously improving the efficiency and profitability of the assigned operation, whilst maintaining a high standard of service in accordance with budget.
- Develop and maintain excellent relationships with the client on site as well as practice excellent teamwork and support for the other members of the service Ensure that high quality of service is carried out promptly according to Sodexo India standards.
- Maintain a high standard of hygiene, safety and cleanliness in accordance with Sodexo India, client and statutory requirements.
- Identify client needs and expectations and ensure client satisfaction.
- Deal professionally with customer feedback.
- Actively monitor and handle complaints.
- Ensure completion of all relevant Company paperwork; maintain the accounting, systems and processes with legible, precise, accurate and timely completion.
- Ensure prompt invoicing and recovery for the services rendered as per the agreement.
- Assess weekly and monthly figures and maintain adequate controls to monitor budget performance.
- Ensure security of main float, cash, credit and account transactions and that they are reconciled correctly on a daily basis.
- Ensure security and maintenance of premises, equipment and stock.
- Formulate systems in line with client and Sodexo expectations.
- Maintain and continuously improve the quality of service and standards.

PIZZA HUT (Devyani international Ltd. New Delhi)

DESIGNATION-RESTAURANT GENERAL MANAGER (Jan 2012 to Oct 2012)

JOB DESCRIPTION:

- Maintains patron satisfaction by monitoring, evaluating, and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred patrons.
- Accomplishes restaurant human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining management staff; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Maintains safe, secure, and healthy facility environment by establishing, following, and enforcing sanitation standards and procedures; complying with health and legal regulations; maintaining security systems.
- Overseeing the P & L within budget and reconciling the monthly P& L
- Imparting training and development of the team

HALDIRAMS SNACKS PVT LTD (Noida, Uttar Pradesh, India)

DESIGNATION: ASSISTANT MANAGER RETAIL OPERATION (Aug 2010 to Dec 2011)

JOB DESCRIPTION:

- Responsible for the day to day smooth operation of food retail outlet and the food court.
- Forecast manpower and do the hiring accordingly.
- Ensure that the sale of unit is meeting the budget.
- Ensure that the cost is maintained as per our budget so that profit of the unit would be exceeded.
- Responsible for the promotional activity in coordination with the marketing team.
- Addressing all the concern and queries of the guest immediately.
- Responsible for the QHSE of the unit and in every audit unit has to achieve the benchmark score.
- Identifying training need of the team member and train with the help of monthly training tracking sheet in coordination with the L & D team.

GORDEN HOUSE HOTEL (a 5 star leading boutique Hotel in Pune, Maharashtra, India)

("The Gordon House Hotel" is the first of its kind boutique property owned by the MARS group of Restaurants .The Gordon House is a concept, which is being expanded to other cities in India and shall become the first chain of Boutique hotels in the Country. The MARS group is one of Mumbai's fastest growing chains of Hotels & restaurants, and is expanding in other metropolitan cities.)

DESIGNATION: RESTAURANT / BANQUET MANAGER (May 2006 to June 2010)

JOB DESCRIPTION:

- Ensuring smooth functions of restaurant, room service & banquets
- Ensure high quality of service to attain 100% customer's satisfactions.

HOTEL REVIVAL (Baroda Unit of tulip Star hotel)

DESIGNATION: FOOD & BEVERAGE CO-ORDINATOR (BARODA, **India**) July 2002 April 2006

JOB DESCRIPTION:

- Ensuring smooth functioning of F & B operations (Restaurant, Banquet Halls)
- Responsible for every banquet function from booking to billing.

INDER RESIDENCY AHMEDABAD . INDIA

(A Leading business Class Hotel)

DESIGNATION- MANAGEMENT TRAINEE (June 98 to June 2002)

JOB DESCRIPTION:

- Ensuring smooth functioning of Restaurant and 24 hour Coffee Shop.
- Assisting F & B team in operation in Banquets and Room Service.

PROFESSIONAL QUALIFICATION

- Diploma in Hotel Management, Catering Technology and Applied Nutrition
I.H.M.C.T. & A.N. Ahmadabad, India
- Bachelor of Arts through Indira Gandhi National Open University (New - Delhi)