



SAMRAT GAUTAM

Hospitality Professional

Contact

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Skills

Effective communication

Inventory management

Service-focused

Operations management

Adaptability

Strong Decision maker

Languages

English

Hindi

Kannada

Marathi

To pursue a rewarding career in the hospitality industry and broaden my experience with challenging objectives, which would enable me to exercise my communication, organizational, and administrative skills in an effective manner. Food service professional adept at FOH and BOH operations.

Work History

2023-04 -
2023-06

Restaurant Manager

Patios - Progressive Vegetarian Kitchen, Bengaluru

- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Effectively managed payroll and timekeeping; paperwork for new hires and terminations.
- Reconciled cash and credit card transactions to maintain accurate records.
- Led and directed team members on effective methods, operations, and procedures.
- Monitored inventory of supplies and purchased orders to maintain adequate stock levels.
- Tracked daily sales transactions and invoices for accurate and updated financial reporting.
- Verified prepared food met standards for quality and quantity before serving to customers.
- Managed staff schedules and maintained adequate coverage for all shifts.

2022-08 -
2022-10

Operations Manager

Bahrain Beach Bay, Zallaq

- Presented new Business Plan to the management to improve business
- Sourcing new vendors to procure various items and improve sales
- Enhance the social media presence and post new promotions to escalate the footfall on property
- Initiate various Membership Programs to enhance the customer base
- Handling of various operations of all the departments at the property
- Managing a team of 20 spread across the departments.

2021-11 -
2022-07

Content Reviewer

Amazon, Bengaluru

- Providing feedback on content accuracy
- Ensuring content is compliant with industry standards.

Personal Details

Date of Birth: 25th September 1992

Nationality: Indian

Passport Number: M1888597

Marital Status: Single

2019-11 -
2020-09

Team Member

HMS Host, Dubai

- Front of the House Operations
- Managing Front of the House operations at Panda Express, Dubai Airport
- Actively participated as a part of the pre-opening team for Food Village, Panda Express outlet
- Cashiering and interaction with international guests.

2018-07 -
2019-06

Consultant

- Setting up a midrange restaurant in Bengaluru in collaboration with a business associate

2016-11 -
2017-07

Kitchen Supervisor

Heat Pizza, Auckland

- Manage daily kitchen operations; organize weekly rosters for staff
- Introduced new, cost-effective items on the menu
- Oversee food preparation and production, ensuring food safety procedures are always 100% adhered to
- Interviewed, hired, trained, and directed new staff
- Manage inventory for uninterrupted service by placing orders on time & efficient stock control.

Education

2016-08 -
2017-07

PG Certificate Inter. Hospitality Management: Hospitality Administration and Management

Auckland University of Technology - New Zealand

2012-06 -
2015-07

Bachelor of Science: Hospitality and Hotel Administration

IHM Shri Shakti - Hyderabad

Internship

Internship at Taj Krishna, Hyderabad, India Dec-2012 to April-2013

- Food Production – Chinese Kitchen, Indian Kitchen, Bakery.
- Food and Beverage Service – Coffee shop (Encounters), Indian Restaurant (Firdaus).
- Housekeeping – Rooms and Public area.
- Front Office – Reservations, Bell Desk, Check- in.
- Banquets – Set up and Service.