



PROFILE

Experienced with 8+ years of wonderful work experience in hospitality industry.

PERMANENT ADDRESS

30 East Sinthee Road
Dum
Kolkata-700030

PERSONAL DATA

Date of Birth: 27.05.1993 Gender: Male
Nationality: Indian
Marital Status: Single
Languages: English, Hindi & Bengali

CONTACT

PHONE:
09972378702

EMAIL:
soumyaihm@gmail.com

LinkedIn:
www.linkedin.com/in/soumya-ghosal-515181100

HOBBIES

Listening to music and playing indoor games.

SOUMYA GHOSAL

CAREER OBJECTIVE

Self-motivated and detail-oriented hospitality officer seeking greater opportunities to leverage team leadership experience to pursue business development and growth goals. Hands-on and supportive coordinator eager to obtain a role with increased responsibilities and room for professional growth.

EDUCATION

Completed **B.Sc. In Hospitality and Hotel Administration** from **Institute of Hotel Management, Catering Technology and Applied Nutrition Bhubaneswar** in the year 2015.

17 weeks (1st July, 2013 to 26th October, 2013) of Industrial Training from **THE HOTEL HINDUSTHAN INTERNATIONAL, KOLKATA**.

Higher Secondary (+2) from **West Bengal Higher Secondary Education Board India** (2011).

W.B.B.S.E (10th) from **West Bengal Secondary Education Board India** (2009).

WORK EXPERIENCE

Currently working as an Officer in **Tata Steel Utilities and Infrastructure Services Limited (formerly known as JUSCO) (2023 – Till now)**.

Worked as **Assistant Manager – Room Dining** in Food and Beverage Service Department at **Park Hyatt Chennai (2022 – 2023) (200 keys)**.

Worked as **Catering Assistant (Food and Beverage Executive)** in Food and Beverage Service Department of **Taj Skyline, Ahmedabad (2020-2022) (315 keys)**.

Worked as **Catering Assistant** in Food and Beverage Service Department at **Taj Madikeri, Resort and Spa, Coorg (2019-2020) (63 keys)**.

Worked as **Team Member** in Food and Beverage Service Department at **Taj Madikeri, Resort and Spa, Coorg (2016-2019) (63 keys)**.

Worked as **Service Facilitator** in Food and Beverage Service Department at **Club Mahindra Resort and Holidays, Coorg (2015-2016) (220 keys)**.

SKILLS

Comfortable with telephones, computers, and smart devices.
Exceptional written and spoken communication.
Able to work flexible hours, nights, and weekends.
Attentive, organized, and able to prioritize tasks for optimum efficiency.
Proactive problem-solver.
Strong leadership and teamwork abilities. Friendly and service-oriented.
Creative, innovative, and reliable.

PROFFESIONAL SKILLS

Skilled in managing the hospitality & culinary aspects.
Excellent in guest services
Reviewing guest feedbacks.
Guest engagement.
Handling guest complains.
Developing menu.
Cost controlling.
Good at managing inventory and vendors.
Controlling quality, sanitation and security features.
Maintaining Hygiene Standards as per the **HACCP** norms.
Billing & Cash handling.
Checking daily requisitions & maintaining per stock.
Conducting Briefing and Training of staffs.
Skilled in team building, supervision and training.
Skilled in duty allocation and roster making.
Training of the team members to drive up selling opportunities in the department.
Reviewing audit findings such as **TPAM & JD**.
Identifying the risk and develop **HIRA**.
Following internal audit checklists as per the **Safety Guidelines**.
Experienced with safety evacuation.
Setting up new outlet.
Setting up process of IRD with the neo normal service guidelines after COVID 19.
Implementation of neo normal standard of service at IRD.
Hiring manpower for outlet.
Following **FSSAI** norms.
Ability to monitor and control the front and back of house operations.
Managing payroll.
Handling F&B, Housekeeping and Maintenance operations for guest houses and offices.
Ensuring health and safety standards are being followed in the organization.
Facility management

STRENGTHS

Positive attitude, administrative skills, good computer skills and positive approach towards the work and good communication skill.

REFERENCE

Available on ask