



AMIT DESHPANDE

Restaurant Operations Manager

<https://www.linkedin.com/in/amitt-dyshpande/>

Contact

Phone - +919619625616

Email – agdeshpande09@gmail.com

Address – Mumbai, India

Key Skill's

Leadership
Multi-site Operations for restaurants
Restaurant Management
New Business Development
Transition / Change Management
Continuous Improvement
Strategic Partnership Relations
Supply chain/Vendor Management
Menu Development
Team Building & Training
Food Safety

Education

MBA Assam Downtown University, India

Advanced Diploma Level III & Level II
in Food safety & HACCP, Saudi Arabia

Advanced Diploma In Wines & Spirits
from WSET, London, UK

FSMS Lead Auditor, ISO 22000-2005
Nigeria

Diploma In Hotel Management, India

Profile Summary

Restaurant Operations Manager with 19 years of experience in multiple format Restaurant concepts such as Fine dining, casual dining, QSR, Café, Pubs & Bars at India, Nigeria, Saudi Arabia & Oman from grass root level to the top, with extensive focus on memorable customer experience, expansion of Restaurants, start-up/success of new projects, Operations & consistent profitability with high sales volume.

Experience

1. Restaurant Operations Manager (Fine Dining)

7 VibeZ, Al Mouj, Muscat, Oman, Oct 2021 - Present

Navigated consistent growth, Healthy P&L, upgrade of Operational processes & turning loss making venture to profitable one

Trendiest restaurant in Muscat, Oman, known for Michelin style presentation & service, Buzzing on Instagram, High Google Ratings, Good connect with Bloggers & top of the town patrons

2. Operations Manager - Restaurants (Fine Dining, Casual Dining, Upscale QSR)

Foods Gate, Riyadh, Saudi Arabia, March 2018 – Dec 2020

Established Tokyo Restaurant as a leading & Trendiest in Riyadh's Elite Dining scene. Upgraded Customer experience by amending Menu Offering, Presentation, Cocktails, Training FOH team to provide Top notch Service that creates memorable Guest Experience, Increased Revenue & Profitability, Closed out Loopholes in POS, Inventories & SOP to improvise F&B Operations of the restaurant

Conceptualized, Developed & Executed Kimono Restaurant project at One Square, King Fahad Road, Riyadh, Sourcing sites, cloned in multiple Store Formats at 4 different Locations (Deem Plaza, AL Hamra, Riyadh Boulevard). Project Feasibility Study, Forecasting Budget, Finding Vendors for the projects, Recruitment & Training, Brand Manual making, Construction site management as per MEP/Layout/Kitchen/HVAC Plan, Getting project done in Forecasted Cost, Hitting sales target within 2 months of Opening, Getting highest rating on Foursquare, Instagram & Google

Created TripleS steakhouse concept at Turki Al Avval road, Riyadh by sourcing location, project feasibility report, forecasting P&L, Sourcing vendors, Recruitment & training, Brand Manual creation, Construction site management as per approved Plan, project completion within time line.

Introducing the business plan, Concept note & P&L for Indian Streetery restaurant, Menu Offering & Collaboration with Top Indian Chefs

Guided group F&B operations with robust HACCP/Food Safety/Training practices in order to avoid penalties during baladiya/internal/external audits.

3. Head of Operations - Restaurant Division

Genesis Group, Nigeria, Dec 2014 – Feb 2018

Directed Restaurant division of West Africa's largest conglomerate in Hospitality focused on Total Happiness of customers, Staff satisfaction, Profitability, Consistent Positive Brand Image.

Created Menu offering, Service style, Staff Induction/Hiring/Training for All restaurants in Our Hotels portfolio, 24 QSR stores, 4 Lounge bar, 4 Casual dining & 5 Fine dining restaurants across the group.

Streamlined processes in HR, Operations, Purchase to achieve vision & mission for the group, Presented Business development plans, strategic partnerships with clients/vendors to improvise sales, VIP guest Management, Developing better processes & SOP's, Collaborating with Artists for Our Lounge bar & Cinema operations. Multi-site management for restaurants.

Developing & implementing cutting edge business strategies to achieve larger market share & attract new segments, consistently tapping on Sanitation, hygiene & food safety standards across all outlets within quality parameters, proactively handling Internal/External audits. Guiding store teams on QHSE/Food Safety time to time.

Liaising with internal & external guests, scheduling periodic team meetings to ensure next goals, targets, training, feedback is given for betterment of operations.

Preceding Assignments

(Various Positions that helped me become better Leader & Best at each Job Role)

Restaurant General Manager at Ellipsis, Fine Dining, Mumbai, 2012-14, Best Restaurant Times out India 2012

Start up Consultant, Tj's Microbrewery, Casual Dining, Pune, 2012, Best Brew Pub in India Conde Nast

Bar Manager Hakkasan, Michelin Star restaurant, Mumbai, 2011-12, Best Bar & Restaurant In India Times Out Award

Restaurant Manager at Woodside Inn, Upscale Casual Dining, Colaba, South Mumbai's favorite Hangout Place by Burpp, 2008-11

Bar Supervisor at Firangi Paani Club, Mumbai, 2007-08

Bartender at Club Lounge, J.W.Marriott, Mumbai, 2006-07

Bartender at Merlins Club, Orchid, The Ecotel, 2003-06

Achievements & Capability

Led & Designed operation's for Loss making restaurants & turned around situation by making them profitable ones by using industry experience, key trends, great customer experience, training the team, Developed multiple restaurant's format operation's at executive level, expedited project towards success, Good at trimming costs whether Manpower, F&B or any other with proven track record.

Created healthy, knowledgeable, trained work force that I can call "Winning Team". Firm believer of "Change the people OR Change the people", Expert in Restaurant operations for multiple concepts such as Michelin star, Fine Dining, Upscale Casual, QSR formats

Famous in industry for the upgrade & creation of Standard operating processes that are loophole free, profitable, cost saver, Customer & Team centric, Brand strengthening, ensuring each customer gets wow experience, diligent in handling feedbacks/complaints & using them as an opportunity to win over guests

Strong training skills that can create winning team, giving faster & efficient results in an operations, Multi-site operator, driving team towards common success goals of an organization

All round operation manager having root level process knowledge of Finance, Purchase, Warehouse, HR, Kitchen Operations & Social Media Marketing, Admin level knowledge of QR menu management, POS systems like Focus, Foodics, Shawman, Micros, Dytel, Ezee & several other ERP/POS software's.

Specialist in Concept development, business plan, financial projection, Menu engineering, Competition analysis, PPT, Business Strategy, Execution, Management Meetings, Presentation, Data Analysis.

Familiar with top food bloggers, influencers, suppliers, vendors in Oman, Saudi Arabia, Nigeria & India. Contacts of High end & Regular restaurant patrons in Oman, Saudi Arabia, Nigeria & India