

**Curriculum Vitae**

**Personal Data**

Name: William Gonsalves

Date of birth: 27.08.1962

Marital status: Married

Health: Excellent, Non-smoker

Nationality: Indian passport holder

Languages: English mother tongue, Hindi, Bengali, Arabic,

 Kurdish, French, Portuguese, Konkani

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**Personal Profile**

I have more than 27 years of experience in the hospitality industry. I have worked in Europe (Ambassador Group of Hotels-Cyprus) as student/industrial training, and have spent time working in India, Far east & the Middle East, South East Asia, Asia Pacific I am a conscientious, detailed and organized worker, and am able to adapt readily to different cultures. I have strong financial acumen, having taken care of budgets, forecasting and P&L, Training, Recruitment, Business development, Startups, Pre openings. 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.

**Career Objective**

My goal is to become a General Manager within the next few years.

**Languages** English – mother tongue

 Hindi – fluent, written & spoken

 Bengali – fluent, written & spoken

 Arabic, Kurdish, Portuguese, Konkani & French (working

 Knowledge)

**Computer Skills** Microsoft Word, Excel, Front Page, Fidelio, Power

 Point, Photoshop, Micros, Gpos

**Education** 1965 – 1975 Boarding school, Kolkata

 1976 – 1977 High school, Kolkata

 1978 – 1979 College, Kolkata

 1986 – 1988 Culinary College, Kolkata

**Professional Memberships** SCAL

 Food & Beverage Association Bangkok / India

**Awards & Achievements** Best Fine Dining Restaurant – 1989

 Best Wine Bar – 1992

 Best Catering Services - 2009

 Planning Committee Executive Development Programs

 Interaction Management

 Energizing and Empowering Employees

 Sales & Marketing Workshop

 Food & Beverage Cost Control

 InterContinental & Shangri La knowledge introduced through

 Corporate training programme.

**Key Skills & Training Courses** Train the Trainer Course. Food Safety and Hygiene – HACCP

 Certification.

 Bachelors Degree as a Hotel & Restaurant Mgmt Pro

 B.Com Calcutta University

 Up-Selling training by TSA. Crisis Management training

 Restaurant, Hotel, Food & Beverage, Roaster, Kitchen,

 Menu, Restaurant Operations, Shift Mgmt, Attention to

 Details, Business dealing skills, Communication &

 Customer handling skills, Employee Motivation skills,

 Guest experience & Customer Relations. Reputation

 Mgmt & Branding. Role Model. Strategize for Revenue &

 Budget Mgmt. Focus on latest Hotel Technology. People focus

 & Result driven, Commercial understanding, Self mgmt,

 Creative problem solving, Resilience.

**Trade Qualification &**

**Professional Experience** Participated in the All India Culinary Competition

 Participated in the Association of Catering Professionals

 Increased sales by 14% between 2009 – 2011

 Reduced the number of employees from 27 to 21 saving

 24000/-USD pm in labor cost.

 Involved in organizing Salon Culinary Thailand, 1988

 Re-branding including total renovation of Spicy Village Chain of

 Restaurants and Re-training of F & B staff.

**Interest & Hobbies** Scuba diving; water sports; Martial Arts; tennis; Football, Hockey

**Career Summary**

**Dec 2017 – Present Group Operations Manager – Chiabadi Group of Mountain Retreat, Resort & Spa**

 **Boutique properties, LHW, 13 rooms, 2 F&B outlets, Spa**

**Banquet & catering : 150**

**Responsibilities • Reporting to the GM / Owners**

**Functioning as the strategic business leader of the property's Operations. Areas of responsibility include Front Office, Spa, Housekeeping, Food and Beverage/Culinary, Logistics and Maintenance. Position works with direct reports from department heads to develop and implement departmental strategies and ensures implementation of the brand service strategy and brand initiatives. The position ensures the property’s operations meet the brand’s standards, targets customer needs, ensures employee satisfaction, focuses on growing revenues and maximizes the financial performance of the departments and developing positive owner relations. Developing and implementing property-wide strategies that deliver products and services to meet or exceed the needs and expectations of the brand’s target customer and employees and provides a return on investment.**

**Core Work Activities: Managing Profitability & Revenue goals. Managing the Guest experience. Managing & Conducting HR activities. Leading Operations & Department teams.**

**Achievements & Highlights Increased revenue by 14%**

 **Planned, organized and executed renovation of all depts.**

**Reason for leaving Better prospects**

**URL** [**www.chiabadi.com**](http://www.chiabadi.com)

**Nov 2007 – Nov 2017 F & B Operations Manager; Titanic Hotel & Spa, Kurdistan, Northern Iraq**

**Five star deluxe property, LHW, 85 rooms, 5 F&B outlets, Spa**

**Banquet & catering : 900, 750 & 450**

**Responsibilities • Report directly to F & B Director/GM**

**• Directly managed a team of six department heads and a staff of 32**

**Achievements & Highlights Increased F&B revenue by 14%**

 **Opening of outdoor catering Received Staff of the month/year**

 **Award.**

 **Planned, organized and executed renovation of all F &B outlets**

**Reason for leaving Better prospects**

**URL www.titanichotel-sul.com**

**May 2012– Oct 2012 Banquet & Conference Manager; Highcrest Hotel & Spa, Kurdistan, Northern Iraq**

**Five star deluxe property, 93 rooms, 7 F&B outlets, Spa**

**Banquet & Catering : 900, 750, 450 & 320**

**Responsibilities • Report directly to the F & B Director**

**• Directly managed a team of 7 department heads and a team of 48**

**Achievements & Highlights Increased F&B revenue by 12%**

 **Planned, organized and executed renovation of all F&B outlets**

 **Organized ASTA conference with over 1500 delegates**

 **Increased F&B covers to 3 million per year**

**Reason for leaving End of contract, better prospective offered**

**URL** [**www.highcresthotel.com**](http://www.highcresthotel.com)

**Sept 2009 – Sept 2011 Restaurant Operations Manager, Spicy Village Chain of Restaurants, Muscat, Oman**

**Six full fledged Fine Dining Restaurants with a seating capacity between 60-120 covers**

**Responsibilities • Report directly to General Manager**

 **• Directly managed 6 department heads and a team of 60**

**Achievements & Highlights Planned and introduced 4 new F&B outlets (3 restaurants, 1 bar)**

**Wrote and tailored manuals, SOP’s & policies to outlet requirements**

 **Re-trained staff for new outlets, introduced and set new standards**

 **Supervised several VIP caterings. Introduced Star Chef of Oman**

 **Contest.**

**Reason for leaving End of contract.**

**URL** [**www.spicyvillageoman.com**](http://www.spicyvillageoman.com)

**References**

1) Name & position: Mr. Steven Hatton (General Manager)

Company: Titanic Hotel & Spa

Address: Circle Malik Mahmud / Slemani.

Email: steven.hatton@titanichotel-sul.com

2) Name & position: Mr.Faiq Kawa (Chief Executive Officer)

Company: Highcrest Hotel & Spa

Address: Bakrajo Main Road, opp Majidi Mall, As Slemani, Iraq

Email: faiq.kawa@highcresthotel-sul.com

3) Name & position: Mr. P.Dayaparan (General Manager)

Company: Spicy Village Chain of Restaurants

Address: Sahwah Roundabout, Way No 1501, Al Murtafa'fa Street, Rusayl

Email: info@spicyvillage.com