



# SANTOSH SAHU

Restaurant Manager

## Contact

### Address

KOLKATA, West Bengal,  
700119

### Phone

983-005-6664

### E-mail

santoshalamar@gmail.com

## Skills

NATIONALITY - INDIAN

Excellent

PASSPOST NO-N1486780,  
EXPIRE-19TH JULY 2025

Excellent

Languages Known

English

Excellent

Hindi

Very Good

Bengali

Excellent

References MR.ROHAN SINGH FROM GOLDEN PEACE  
INFRASTRUCTURE +917972219216

MR.VIJAY from UNIVERSAL FOODS +965 97232068 MR.SOURAV ALAM  
from STORE MANAGER +91 7890776649 MR.NARENDER RAO from  
COLLECTION MANAGER +91 9903789008

## Work History

2021-11 -  
Current

### Asst.Restaurant Manager

GOLDEN PEACE INFRASTRUCTURE PVT.LTD, GOA,  
INDIA

- OVERSEE ALL FRONT AND BACK OF THE HOUSE RESTAURANT OPERATIONS.
- ENSURE CUSTOMER SATISFACTION THROUGH PROMOTION. EXCELLENT SERVICE;
- RESPOND TO CUSTOMER COMPLAINTS TACTFULLY AND PROFESSIONALLY.
- MAINTAIN QUALITY CONTROL FOR ALL FOOD SERVED.
- ANALYZE STAFF EVALUATION AND FEEDBACK TO IMPROVE THE CUSTOMERS'S EXPERIENCE.
- PROJECT FUTURE NEED FOR GOODS,KITCHEN SUPPLIES,AND CLEANING PRODUCTS;ORDER ACCORDINGLY.
- GENERATE WEEKLY,MONTHLY,AND ANNUAL REPORTS.
- TRAIN NEW EMPLOYEES AND PROVIDE ONGOING TRAINING FOR ALL STAFF. · ATTEND QUARTERLY P&L MEETINGS. · RESPONSIBILITY OF RESTUARENT OPEN AND KNOWLEDGE OF CLOSING WITH INVENTORY.
- GOOD KNOWLEDGE OF CONTROLE THE EXPIRE ITEMS WITH FIFO METHOD.
- RESPONSIBILITY TO KEEP WHOLE DAY SALES MONEY,THEN NEXT DAY DEPOSITE IN COMPANY ACCOUNT. · MAKING STAFF SCHEDULE AS PER OPERATIONAL DEMAND.
- RESPONSIBILITY FOR MAKING STAFF PAYROLL IN EVERY MONTH OF 25TH CYCLE DATE FOR STAFF SALARY.
- CHECKING ALL TYPES OF RESTUARENT LICENCES FOR RENUAL AND AVOID PENALTY FROM GOVT-MUNICIPALITY.
- FRIENDLY BEHAVIOUR WITH STAFFS TO PRODUCT WORK AND MORE SALES.

Oriya

Excellent

TELEGU

Very Good

Arabic

Very Good

Hobbies

GYMNASTIC

Excellent

COOKING

Excellent

COMPUTER AND SURFING

Excellent

2018-12 -  
2021-07

· GOOD AT NEGOTIATION & HANDLING CRUCIAL ISSUES DIPLOMATICALLY.

· ABILITY TO ESTABLISH & MAINTAIN WORKING RELATIONSHIP WITH CLIENTS.

## **RESTAURANT MANAGER**

*UNIVERSAL FOOD COMPANY, KUWAIT CITY, KUWAIT*

- MAINTAIN INTERIOR
- CLEANING
- OVERSEE ALL FRONT AND BACK OF THE HOUSE RESTAURANT OPERATIONS
- ENSURE CUSTOMER SATISFACTION THROUGH PROMOTION
- EXCELLENT
- SERVICE; RESPOND TO CUSTOMER COMPLAINTS TACTFULLY AND
- PROFESSIONALLY
- ANALYZE STAFF EVALUATION AND FEEDBACK TO IMPROVE THE CUSTOMERS ' EXPERIENCE
- PROJECT FUTURE NEED FOR GOODS, KITCHEN SUPPLIES, AND CLEANING
- PRODUCTS; ORDER ACCORDINGLY
- OVERSEE HEALTH CODE COMPLIANCE AND SANITATION STANDARDS
- SEEK WAYS TO CUT WASTE AND DECREASE OPERATIONAL COSTS
- GENERATE WEEKLY, MONTHLY, AND ANNUAL REPORTS
- TRAIN NEW EMPLOYEES AND PROVIDE ONGOING TRAINING FOR ALL STAFF
- ATTEND QUARTERLY P&L MEETINGS
- RESPONSIBILITY OF RESTAURANT OPEN AND KNOWLEDGE OF CLOSING
- WITH INVENTORY
- GOOD KNOWLEDGE OF CONTROLS THE EXPIRE ITEMS WITH FIFO METHOD
- RESPONSIBILITY TO KEEP THE WHOLE DAY SALES MONEY, THEN NEXT DAY
- DEPOSIT IN THE COMPANY ACCOUNT
- MAKING STAFF SCHEDULE AS PER OPERATIONAL DEMAND
- RESPONSIBILITY FOR MAKING STAFF PAYROLL IN EVERY MONTH OF 25TH
- CYCLE DATE FOR STAFF SALARY
- CHECKING ALL TYPES OF RESTAURANT LICENSES

- FOR RENEWAL AND
- AVOIDING PENALTIES FROM GOVT-MUNICIPALITY
- FRIENDLY BEHAVIOR WITH STAFFS TO PRODUCT WORK AND MORE SALES
- HAVING THE CAPACITY TO LIFT HEAVY ITEMS
- GOOD AT NEGOTIATION & HANDLING CRUCIAL ISSUES DIPLOMATICALLY
- ABILITY TO ESTABLISH & MAINTAIN WORKING RELATIONSHIPS WITH

2016-06 -  
2018-05

### **STORE MANAGER**

*DOMINOS PIZZA (AL-AMAR FOODS), KINGDOM OF SOUDI ARABIA, KSA*

- AL AMAR FOODS
- KINGDOM OF SOUDI ARABIA, HANDLING DOMINOES PIZZA STORE WITH TEAM
- AS PER STORE SALE VOLUME ORDERING FOOD ITEMS
- FIFO-FIRST IN FIRST OUT
- LIFO-LAST IN FIRST OUT PRODUCT IN-STORE
- COMMISSARY APPLYING AS PER SALE
- KNOWLEDGE TO CONTROL ABOUT NO EXPIRE ITEMS IN-STORE ALWAYS
- KNOWLEDGE OF MAKING OF DIFFERENT MENU PIZZA'S
- CHECKING ALL TYPES OF RESTAURANT LICENSES FOR RENEWAL AND
- AVOIDING PENALTIES FROM GOVT-MUNICIPALITY
- RESPONSIBILITY FOR MAKING STAFF PAYROLL IN EVERY MONTH OF 22TH
- CYCLE DATE FOR STAFF SALARY
- RESPONSIBILITY OF RESTUARENT OPEN AND KNOWLEDGE OF CLOSING
- WITH INVENTORY
- ALWAYS CLEANING STORE AS PER OPERATIONAL EVELUTION REPORT
- STANDERED
- MAINTAIN GOOD STANDERED OF HYGIENE IN PIZZA STORE,AS WELL AS
- WORKING STAFFS
- KNOWLEDGE OF GETTING 5 STAR MARK QUARTERLY IN OER REPORT

2013-12 -  
2016-03

### **SUPERVISER IN-CHARGE (FOOD & BEVERAGE)**

*Arsalan Restaurant & Bar, KOLKATA , INDIA, WB*

- Planning and delegating work duties to the staff and ensuring that they work according to the compliance of the restaurant business
- Overseeing the staff for the smooth running of the restaurant
- Assisting the HR team as well as the Restaurant Manager in the hiring process
- Training new employees as per their abilities and skills
- Maintaining a strong relationship with suppliers and vendors
- Inspect the food and beverage stock level and restock them in a timely manner
- Conducting inspections of the restaurant kitchen and ensuring proper hygiene is maintained
- Checking with the guest and making sure that they are getting served with the best quality food
- Resolving customer complaints in a professional manner
- Ensuring customer satisfaction with all the services provided to them
- Preparing daily reports and presenting them to the higher management
- Managing the outstanding bills and cash inflows of the restaurant

2010-06 -  
2013-08

## **CUST.RELATIONSHIP EXECUTIVE & COLLECTIONS**

*L&T Finance, KOLKATA*

- **CUST.RELATIONSHIP EXECUTIVE & COLLECTIONS, L&T FINANCE**
- FOLLOWED UP ON DELINQUENT CUSTOMERS
- MANAGED COLLECTION REPORTS & HANDLED ESCALATION CALLS
- MAINTAIN THE RECORDS OF ALL THE PENDING RECEIVABLE AND DRAFT
- REMINDER MAILS FOR THE SAME.

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## **Education**

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2005-08 -  
2013-08

## **GRADUATE BACHELOR: REGULAR, ENGLISH BY**

*CALCUTTA UNIVERSITY*

2003-08 -  
2005-08

## HIGHER SECONDARY

2002-03 -  
2003-03

## 12TH: HSE IN ENGLISH

SCHOOL OF EDUCATION, WEST BENGAL BOARD OF  
HIGHER, TH

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## Accomplishments

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- AWARDED BY BEST EMPLOYEE OF THE MONTH(Restaurant Manager) IN
- RECENT JOB 31ST DECEMBER 2019(KUWAIT)
- AWARDED BY BEST ASSISTANT STORE MANAGER IN DOMINO'S PIZZA FOR
- EXCELLENT EXECUTION, AND OUTSTANDING PERFORMANCE IN
- FEBRUARY 2017(KINGDOM OF SAUDI ARABIA)
- DOMINO'S TRAINING DEPARTMENT PRESENTS THE TOP ACHIEVER
- CERTIFICATE ON 17TH JULY 2016
- DOMINO'S TRAINING DEPARTMENT PRESENTS CERTIFICATE IN
- SUCCESSFULLY COMPLETING NTO CLASS ON 17TH JULY 2016.

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## Certifications

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PROFICIENCY IN USING OPERATION SYSTEM WINDOW X, WINDOW 7.

PROFICIENCY IN MS WORD, MS OFFICE, MS EXCEL, OFFICE OUTLOOK.

PROFICIENCY IN FINANCE-RELATED-LOAN, COLLECTION MODULE, COSMOS

CALL SOFTWARE, LMS.

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## Additional Information

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- SEND REMAINERS TO THE CONCERNED PARTY ABOUT CLEARING THE PAYMENTS. · CREATED PROFESSIONAL & FRIENDLY ENVIRONMENT TO ENSURE EFFICIENT SERVICE TO CUSTOMERS. ·

ENSURED ALL PAYMENTS & CREDITS CLEARANCES  
ARE MADE ON TIME.

- INTERESTS · VOLUNTEER WORK/COMMUNITY  
INVOLVEMENT · TRAVELING · CHILD CARE ·  
COOKING