



# SANDIP DAS

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## Hospitality Professionals | F&B Brand Specialist

| Nationality: Indian

| Phone number: +97430749182

Address: Doha, State of Qatar

Email: [das.sandip0009@gmail.com](mailto:das.sandip0009@gmail.com)

Linkedin: [www.linkedin.com/in/sandip-das-50137b1a5](https://www.linkedin.com/in/sandip-das-50137b1a5)

## About Me

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Results-driven Hospitality Operations with over 20 years of experience in the food and beverage industry across international markets. Proven track record in brand management, operational leadership, and customer experience enhancement. Expertise in fine dining, casual dining, and cafe environments, with a strong focus on profitability, quality assurance, and team development. Demonstrated success in implementing innovative strategies to drive sales growth and operational efficiency. Seeking to leverage extensive experience and adaptability to contribute to the dynamic hospitality sector.

## Skills

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Strategic Operations Management | Brand Development and Positioning | Financial Planning and Analysis | Menu Engineering and Innovation | Customer Experience Optimization | Cross-cultural Team Leadership | Revenue Growth Strategies | Quality Assurance and Control | Crisis Management and Adaptability | Inventory Optimization | Marketing Campaign Management | Regulatory Compliance (EU Standards) | Profit Maximization Techniques | Sustainable Hospitality Practices | Multi-unit Management | Performance Analytics | Digital Integration in F&B Operations | Cost Control and Budgeting | Food Safety and Hygiene (HACCP)

## Personal Skills

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Effective Communication | Adaptability | Cultural Sensitivity | Problem-solving | Time Management | Attention to Detail | Stress Tolerance | Customer-Centric Mindset | Leadership |

## Work Experience

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### **Brand Manager | Noodle House Brand, Jumeirah Restaurant), Al Siddiqi Holding, Qatar, 2023 – Present**

- Spearhead brand strategy development and execution to enhance market presence
- Direct creative marketing campaigns across various platforms, ensuring brand consistency
- Lead successful product launches with cohesive brand messaging
- Devise customer engagement initiatives to foster loyalty and increase repeat business
- Collaborate with cross-functional teams to achieve brand objectives and drive growth
- Adapt brand strategies to meet evolving market trends and consumer preferences

### **Restaurant Manager | Noodle House Brand (Jumeirah Restaurant), Al Siddiqi Holding, Qatar, 2026 –2023**

- Provided strategic direction as Overall Brand In-charge, reporting direct to owner
- Awarded Best Manager for exceptional leadership and performance across the entire group
- Implemented and enforced stringent food hygiene standards, ensuring compliance with local regulations
- Achieved record-breaking sales during FIFA World Cup 2022, exceeding targets
- Optimized delivery operations through delivery aggregators, significantly boosting additional revenue streams
- Led COVID-19 safety protocol implementation, ensuring adherence to health guidelines
- Established a successful Business Lunch Menu initiative, increasing footfall and revenue

**Branch Manager** | Al Makan Restaurant & Cafe, Qurum Beach, Muscat, Oman June 2014 - July 2015

- Directed fine dining operations, ensuring a seamless, high-end guest experience
- Conducted comprehensive staff training programs to maintain service excellence
- Spearheaded new outlet openings, focusing on operational efficiency and brand consistency
- Implemented strategic inventory and cost control measures to optimize financial performance
- Analyzed performance metrics and customer feedback to drive continuous improvement

**RGM** | Maqic Wok (Chinese Cuisine), Jawad Business Group, Bahrain, Sep 2011 - Sep 2013

- Maximized store profitability through strategic inventory management and cost control
- Implemented innovative sales enhancement methods, achieving consistent growth
- Conducted monthly financial analyses and facilitated targeted marketing initiatives
- Performed regular store audits to maintain quality standards and drive improvements

**Restaurant Manager** | Camille's Sidewalk Café, Jawad Business Group, Jul 2008 - Sep 2011

- Managed daily operations to ensure a superior customer experience
- Led and developed a customer-focused team in a fast-paced cafe environment
- Monitored key performance indicators to enhance overall cafe efficiency and profitability
- Made timely decisions to address operational challenges and maintain service excellence

**Manager, Facility Management** | Clean N Clear Hospitality Company Ltd, Mumbai, India, 2007-2008

- Maximized profitability through effective sales strategies and inventory optimization
- Served as primary client liaison, ensuring high satisfaction rates and client retention
- Led cost-reduction initiatives while maintaining service quality standards
- Developed and implemented staff training programs to enhance customer service
- Ensured compliance with relevant regulations and safety standards

**Barista** | Costa Coffee, Kingdom of Bahrain, 2006-2007

- Contributed to operational efficiency and excellence in customer service
- Engaged in various operational aspects crucial to the café's success
- Built strong customer relationships, enhancing customer loyalty and satisfaction
- Demonstrated adaptability in a fast-paced environment during peak business hours

**Assistant Manager, Operations (Hospitality)** | Tata Group, Mithapur, Gujarat, India, 2001-2006

- Coordinated marketing and operations strategies for a cohesive approach
- Provided crucial management reports to facilitate informed decision-making
- Oversaw F&B and housekeeping operations, ensuring seamless hospitality services
- Managed guest experiences, including efficient issue resolution
- Implemented strategic resource allocation for cost-effectiveness
- Enforced high standards in service, cleanliness, and guest satisfaction

## Education & Certification

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- Hospitality Management, DSMS, Durgapur, India - 2000
- BA (Honors), Vidyasagar University, India – 1997

## Trainings & Certifications

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- Industrial Training in Housekeeping, Hotel Hindustan International, West Bengal (2000)
- Front Office & Housekeeping Training, Sagar Resort, Madhya Pradesh (1999)
- F&B Service and Front Office Training, Citizen Hotel, Mumbai (1998)
- F&B Service Training, Chhuti Holiday Resort, West Bengal (1997)

## Language Skills

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- Language language(s): English, Hindi,

## Reference

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**Paul Biswajit** | General Manager | Jawad Business Group - Kaldi 850 Coffee, Muscat, Oman | +968 9578 2513