

BRIJESH CHATTERJEE

Operations & Development Manager F&B

+966 0 541290333 | brijeshathmain@gmail.com | linkedin.com/in/brijesh-chatterjee-6992b796 | Riyadh, Saudi Arabia

PROFESSIONAL SUMMARY

Dynamic and customer-focused Restaurant Operations Manager with extensive experience in culinary arts and business development. Proven track record in enhancing business growth, optimizing productivity, and leading high-performing teams. International exposure in South Africa, Southeast Asia, and the Middle East, with a strong ability to build and coach teams to achieve excellence.

AREAS OF EXPERTISE

Professional Skills: Culinary Arts, Operations Management, Strategic Planning, Team Leadership, P&L/Financial Forecasting, Inventory Management, Customer Satisfaction, Revenue Growth, Cost Reduction, Multi-Brand Management

Technical Skills: Revel, Fidelio, Micros, Omega, Squirrel, Aloha, Advanced MS Office

PROFESSIONAL EXPERIENCE

Operations & Development Manager - Food & Beverage

Food Hospitality Foundation, Riyadh, Saudi Arabia

June 2022 – Present

www.fhf.com

- Managed daily operations across 5+ F&B outlets, leading a team of 160+ staff to ensure top-tier customer service and operational excellence.
- Increased revenue by 30% through strategic business planning, marketing initiatives, and optimizing menu offerings.
- Reduced operational costs by 20% by streamlining procurement processes and negotiating cost-effective supplier contracts.
- Led expansion projects, successfully launching 3 new outlets, conducting feasibility studies, market research, and overseeing end-to-end project execution.
- Enhanced customer retention by 25% by implementing innovative service strategies and loyalty programs.
- Improved compliance with health and safety regulations, achieving a 100% audit pass rate across all locations.
- Developed partnerships, securing sponsorships and collaborations that contributed to a 15% increase in brand visibility.
- Optimized workflows, reducing service turnaround time by 40% and increasing overall efficiency.
- Negotiated vendor contracts, cutting supply costs by 18% while maintaining high product quality standards.
- <https://www.instagram.com/uskudarsteak/?hl=en>,
- https://www.instagram.com/cleaver_burger/?hl=en,
- https://www.instagram.com/comio_sa/,
- <https://www.instagram.com/cleaver.sa/>

Food & Beverage Operation Manager

MAYAN Group, Al Khabar, Eastern Region, Saudi Arabia

June 2018 – June 2022

www.Mayan.sa

- Managed P&L responsibility for a SAR 10 million business unit, increasing net profits by 11% YoY through strategic cost management and revenue growth initiatives.
- Launched a company-wide efficiency program, optimizing supply chain management and reducing costs by 5%, significantly improving on-time delivery rates by 20%.
- Directed a cross-functional team of 102+ members, reducing operating expenses by 12% while maintaining high-quality standards.
- Collaborated with finance to analyze monthly reports, aligning with budget forecasts and adjusting strategies in real-time to meet financial targets.
- Spearheaded the development and launch of two new product lines, driving a 25% growth in annual revenue.
- Implemented a dynamic budgeting process, improving financial forecasting accuracy by 30% for more agile business decisions.
- Addressed productivity and performance issues, motivating staff to consistently achieve KPIs.
- Conducted periodic performance reviews for direct reports, ensuring continuous improvement.
- Managed staffing schedules for a large number of employees, maintaining operational efficiency while staying under budget.
- <https://www.instagram.com/helena.pizz?igsh=dTAyOXJrdTQ1d3g1>,
- <https://www.instagram.com/conceptb.sa?igsh=Zml0dXc4OWxwbnBv>

Food & Beverage Operation Manager

MAPCO Group, Al Khabar, Eastern Region, Saudi Arabia

June 2014 – June 2018

<https://www.mapco.sa/>

- Directed daily operations, projects, and strategic goals, ensuring alignment with short and long-term plans across all business units.
- Developed and executed marketing plans, overseeing performance and progress against organizational goals within budget and target constraints.
- Significantly reduced staff turnover by enhancing team culture, transparency, and cohesion.
- Implemented best practice policies and processes to enhance operational efficiency.
- Facilitated the transition to a more flexible working environment, boosting employee satisfaction and productivity.
- https://www.instagram.com/rocomamas_ksa/
- <https://www.instagram.com/thehussargrill/>
- <https://www.instagram.com/explore/locations/14914489224489/jeleep/>
- <https://www.instagram.com/ennabigrill/>
- <https://www.instagram.com/drops.ksa/>

EDUCATION

Bachelor's Degree in Hotel Management (BHM). Kolkata University, 2003

- Specialized in Hospitality Management
 - GPA: 3.8/4.0
- Dean's List for six consecutive semesters
- Capstone Project: "Optimizing Hotel Operations for Enhanced Guest Satisfaction"
- Relevant Courses: Food and Beverage Management, Financial Management in Hospitality, Hotel Operations, Event Management

National Institute of Catering Engineering. Kolkata University, 2004

- Specialized in Food Technology and Hospitality Engineering
 - GPA: 3.9/4.0
- Dean's List for six consecutive semesters
- Capstone Project: "Designing Efficient Catering Systems for Large-Scale Events"
- Relevant Courses: Food Safety and Quality Management, Industrial Kitchen Equipment, Catering Operations Management, Sustainable Food Systems

Restaurant Management Training Program, Spaur Academy, South Africa, 2016

Credential of Readiness (CRe), Harvard Business School Online, USA, 2024

Business Analytics, Economics for Managers, Financial Accounting.

CERTIFICATIONS

- Certificate in Restaurant Management
- HACCP Certification, (WCS), 2010
- Food Safety Manager Certification, (ServSafe), 2018
- Completed Professional Kitchen Design Workshop by Indian School of Design and Innovation (ISDI), 2004