**AREAS OF EXPERTISE**

**Supervising**

**Ability to motivate people**

**Strategic planning**

**Food Handling & Safety**

**Food Control**

**Standard Operating Procedure**

**PROFESSIONAL**

**Institute of Hotel Operations (HOM) Level 2 Certificate in Team Leading**

**PERSONAL SKILLS**

**High performance**

**Delegating**

**Multitasking**

**Communication Skills**

**Initiative**

**Positive Attitude**

**Strong Commitment**

**Bagam.149781@2freemail.com**



**Foods Services Supervisor**

**PERSONAL SUMMARY**

**A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently. Now looking forward to a making a significant contribution as a team leader with a company that offers a genuine opportunity for progression.**

**WORK EXPERIENCE**

**Elmondo Express casual fine dining restaurant – Supervisor - Aug 2014 – July 2017**

**Ensure high standard food and beverages service as per standards laid down and reviewed. Manage and maintain high profitability and achievement of targets base on minimum 15% growth year on year. Planning and Scheduling of duty rosters according to business volume. Proper use and control of operation equipment's/ assets and beverages to prevent damages, loss and expenses thus ensuring smooth food and beverages operations. Communicate clearly through log book, memo files, briefing and trainings. Create and submit report on inventory, equipment, maintenance, Periodic Preventive Maintenance and any other reports specifically requested by the manager. Train and council subordinates to maintain motivation and productivity. Effectively communicate with kitchen and stewarding on operational guest needs. Ensure Dubai Municipality foot control section regulations are adhered and standards and requirements are exceeded in hygiene and sanitation. Work F&B policies and guidelines set by manager and is reviewed when needed**

**TGI Fridays (Hyderabad, India) – Shift leader – Jan 2011 – July 2014**

**Staff Allocation , shift meetings. Taking training Classes in the weekends. Used to quiz my team members for daily learning on Bar Drink demo’s. Flaring and pour test. Shift handovers, store M R’s & Liquor M R. Maintaining FIFO for all the products & checking for expiry Date on all products. Ensure of Patrons Age ,always asking for appropriate ID’s.**

**TAJ Banjara (Hyderabad, India) – f & b associate/ Bartender – Sep 2007 – Dec 2010**

**Responsible for ordering ,filling ,assembling and serving all food & Beverages in accordance with Taj standards. Taking a restaurant reservation and reconfirming of reservation. To ensure total guest satisfaction through prompt and efficient service in a courteous and professional manner. Utilize suggestive selling techniques of all menu Items, wines, desserts, cordials, and beverages. Responsible for self- cashiering knowledgeably using showman pos. Knowledge of all equipment used and safety procedures. To ensure excellent customer service at all times. Assisted bartenders by stocking and restocking them with glasses ,ice, garnishes and other supplies. Mixing ingredients to prepare cocktails and other drinks and displayed excellent customer service & cash handling skills. In charge to manage nightclub operations including scheduling reports, inventory and customer service.**

**PERSONAL DETAILS**

**Bagam**

**DOB: 22/11/1985**

**Nationality: Indian**

**Marital Status : Unmarried**

**Languages Known :**

**English, Hindi & Telugu**

**Visa Status : Employment Visa**

**KEY SKILLS AND COMPETENCIES**

**Proven ability to manage through others.**

**Strong decision making and problem solving skills.**

**Able to motivate and lead others in a team environment.**

**Excellent communication skills, both written and verbal.**

**An ability to build rapport and trust quickly with work colleagues.**

**Able to prioritize tasks and workloads in order of importance.**

**Track record of delivering results with deadlines.**

**ACADEMIC QUALIFICATIONS**

**Institute of hotel operations (VGR College)**

**High School – New generation college**

**Secondary School - Vedic Vidyalam High School**

**Hobbies**

**Net surfing ,Bike riding , Listening music**

**DECLARATION:**

**I hereby declare that the information furnished above is true to the best of my knowledge and belief.**

**(B.L.RAVINDER)**