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| C:\Users\USER\Pictures\email size.jpg | **Rajeev** **Rajeev.232462@2freemail.com** |

**Hospitality Management Profile**

*Synopsis:*

* Dynamic & accomplished senior management professional with 25+ years of versatile experience across diverse organizational domains
* Currently functioning as Food & Beverage Manager with A Four Star Hotel, Dubai
* Exposure to various facets of Operations, Catering, Guest Relationship Management, Menu Planning, Quality Management and training
* Proven ability in consistently streamline operations by utilizing & implementing processes aligned to company standards and clients’ needs, thereby ensuring profitability, quality and excellent customer service
* Hands on experience in developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit
* Adept at identifying business opportunities and building marketing thrust to exploit available market potential
* Proven expertise in creating and developing innovative business strategies to ensure deeper market penetration
* Thrive on challenges and quickly adapt to new environments and responsibilities

*Core Competencies:*

* Strategic Planning
* Operations Management
* Food & Beverage Management
* Business Development
* Revenue Management/ Budget Control
* Quality Assurance
* Customer Relationship Management
* Team Management
* Training & Development

**Professional Experience**

**A Four Star Hotel, Dubai**

**Arabian court yard hotel & spa**

Food & Beverage Manager, Jan 2014 TO Sep,2015

* Hands on Operational Manager with strong work ethics and an ability to build lasting guest relationships
• Experienced in Restaurant & Bar operations, Banquet Operations, Catering Sales, Training *&Development,DepartmentalBudgeting,StaffingandCostControl.*• Strong and effective communication skills with both internal & external customers.
• Ability to motivate and counsel to bring out the best in team members and colleagues.
• Exceptional ability to develop strong training plans and career mapping for associates.
* Purchase F&B stock, control storage and plan and oversee the F&B budget.
* Allocation of Capex, Quantity finalization & Selection, Involved in setting up store operating & inventory procedures, credit policy & cashiering policies, developed training plans.

**City Max Hotel Bur, Dubai**

Food & Beverage Manager, Mar 2011 – Mar 2013

*Accomplishments:*

* Acknowledged for enhancing business of the pub huddle

*Accountabilities:*

* Coordinated activities related to recruitment/ resourcing, training & development for a team of 75 members
* Managed inventory of consumable / non-consumable goods to be ordered, stored & issued to various departments
* Focused on maximizing security operations, implementation of statutory hygiene standards across all areas of control
* Ensured availability of bands & musicians based on requirements and smooth functioning of table reservation system.
* Optimized resource utilization to maximize productivity
* Managed administrative & reporting requirements; coordinated back office requirements
* Monitored banquet/ room service departments and organized fire & evacuation drills
* Maximized customer satisfaction through prompt resolution of issues and qualitative service delivery
* Implemented quality standards across meals, snacks, functions and beverages
* Maintained profit margins through optimized cost utilization
* Conducted need based training sessions for team members aligned to business requirements
* Ascertained statutory requirements regarding food & beverage operations
* Participated in performance appraisals with management staff, identified areas for development/ training requirements

**Excelsior Creek Hotel (4 Star), Bur Dubai Creek**

Assistant Food & Beverage Manager, Dec 2009 – Mar 2011

*Accountabilities:*

* Managed seven Food & Beverage outlets including Pub, Banquets, Coffee Shop, Lobby Lounge, Pool Bar, Room Service & Mini Bar
* Involved in recruitment & training of staff
* Monitored performance of team members and rendered productivity enhancement feedback
* Optimized resource utilization to maximize productivity
* Ensured compliance to health and safety regulations
* Negotiated supplier arrangements for food & beverage products

**Earlier Assignments**

**MAJESTIC HOTEL TOWER DUBAI (4 Star), Bur Dubai**

Assistant Food & Beverage Manager, Aug2006 TO Sep2009

* Developed job Descriptions for all F&B Team members.
* Concept& Marketing plan.
* Conduct Market Survey
* Actively involved in developing F&B collaterals, Created sop’s & divisional manual,
Menu planning & development.
* Allocation of Capex, Quantity finalization & Selection, Involved in setting up store operating & inventory procedures, credit policy & cashiering policies, Developed training plan.
* Streamlined Banquet and Restaurant Operation Processes.
* Major focus on training by following inventory of all associates, Restaurant Managers, Assistant Manager.
* Liquor Sponsorships.

**YORK INTERNATIONAL HOTEL, Dubai**

Food & Beverage Manager, Oct 2001 – Jul 2006

* Developed job Descriptions for all F&B Team members.
* Concept & marketing plan.
* Profit & loss analysis.
* Prepare revenue& expense budget.
* Pre-opening hotel was able to establish two new outlets a English Pub & a Night Club.
* Training of staff & SOP were made for the entire F&B Outlets.

**PANORAMA HOTEL BUR, Dubai**

Pub Manager, Oct 1997 – Sep 2001

* Handling the Pub with 10 staff reporting to me.
* Implementing new promotions on Food & Beverage.
* Training of staff, duty roaster along with yearly appraisals of the staff.
* Assisting F&BManager for the Pub operations & to achieve the set budget.

**FOOD AND BEVERAGE RANGERS, New Delhi**

F&B Culinary Consultant Manager, Sep 1995 – Jul 1997

**HOLIDAY INN CROWN PLAZA HOTEL (5 Star), Delhi, Jul 1988 – Aug 1995**

Waiter in Room Service, Mini Bar, Jul 1988 – Aug 1989

Waiter in Annabell Club, Aug 1989 – Sep 1992

Captain in Club Prive’e, Sep 1992 – Sep 1994

*(Deputed as Personal Butler to the President of Nicaragua, Mr. Daniel Ortega during his stay in Delhi in 1992)*

**NOBEL HOUSE CHINESE RESTAURANT, Holiday Inn New Delhi**

Captain, Oct 1994 – Aug 1995

**HOTEL BEST WESTERN SURYA (5 Star), New Delhi**

Waiter, Aug 1987 – Jun 1988

**Academics**

* **B.Sc. (Hotel Management)**

Madurai University

**Professional Development/ Trainings**

* Menu Organizing
* Basic Food Hygiene Training from Pillsbury Consulting. March 2011
* HACCP Awareness Training By Boecker Food Safety 24 July 2013
* HACCP Level 3 Implementation (2days training) Boecker Food Safety .
* Windows Microsoft office (Advance - Word, Excel and PowerPoint)
* Torch Bear Awardees.
* Windows XP / Vista Application
* Micros System
* Win HMS