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| **Nolan****Nolan.258830@2freemail.com** | C:\Users\user\Desktop\11953163_746201795501757_999115175404688470_n.jpg |

**Primary Core Competencies**

* Achievement/Results Oriented
* Initiative, Impact and Influence
* Customer Service Focused
* Organizational Awareness
* Analytical Thinking
* Information Seeking
* Integrity
* Leadership Skills
* Problem Solving and Analysis
* Effective Team and Time Management.

PERSONAL SUMMARY- **As a skilled Hospitality Manager, I am looking to align myself with an exciting and progressive company that will appreciate my abilities and reward my achievements. With this goal in mind, I hand over my resume for your perusal. Being a highly dedicated employee in providing highest level in customer satisfaction and service every time, I constantly keep looking for ways to increase profit and overall services. I am keen to make a contribution to the development of your organization and would bring extensive experience as well as innovative ideas to the role. If you are seeking an applicant who stays abreast in his field, who is responsible for providing the best possible services to your esteemed organization and valuable customer’s and is committed to achieve total success, please consider what I have to offer**.

CAREER OBJECTIVE - **I believe that the Hospitality Industry has a unifying force which brings people together. This sector enriched with culture & tradition has strong potential for future growth and opportunity. To realize my ambition, I am seeking to take on a challenging and responsible position in a professional and growth oriented organization. Where I will utilize my skills effectively in contributing towards the growth of the organization and to enhance of my career.**

**PROFESSIONAL ACADEMICS**

* Bachelor of Arts from CHM Degree College ,Mumbai University -1997
* Completed Graduate Training programee in Food & Beverage from the Taj President Hotel Mumbai from Feb 1995 to August 1997
* Completed a certified course in H.S.E –Health Safety & Environment & STCW95
* Attended course in Italian Wines organized by International Wine Academy of Rome

LAST INTERNATIONAL WORK EXPERIENCE -**Worked on government projects for Qatar Olympic Committee as Manager Housekeeping & Pest Control at Mosanada UGL & The Qatar–World Handball Championships Organizing Committee as Manager – Catering from Feb 2014 till June 2015. Managing operations of soft services at 11 sites of the Qatar Olympic Committee & assisted the Director of Catering in day to day overall operations of food & beverage services rendered to several client groups during World Handball Championship organized by Qatar Armed Forces.**

**CAREER CHRONOLOGY**

**Currently pursuing a correspondence post graduation management programee from Welingkar Institute of Management – Mumbai & appointed as Food & Beverage Operations Manager at BBC Hospitality Services Pvt Ltd since June 2015**

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| **ORGANIZATION** | **DESIGNATION** | **DURATION** |
| **Projects - Mosanada UGL for Qatar Olympic Committee & MWHCOC (24th Men’s World Handball Championship Organizing Committee) at Doha Qatar for Qatar Armed Forces** | **Manager – Food & Beverage, Catering & Housekeeping Operations**  | **Feb 2014 – March 2015** |
| **B.B.C Restaurant’s – Thane District, India** | **Assistant Manager Food & Beverage Operations** | **Feb 2012 – Feb 2014** |
| **International Government Catering Projects: Muscat Asian Beach Games & Doha - Arab Games Organizing Committee** | **Venue Catering Operations Manager – F&B ,Catering & Housekeeping** | **Oct 2010 – Jan 2012** |
| **Carnival Cruise Lines – Port Canaveral- Miami – U.S.A** | **Assistant Manager Operations Restaurant’s/Lounge’s & Bars and Room Service**  | **March 2007 – June 2010** |
| **Intercontinental Marine Drive Hotel** | **Assistant Manager- Restaurants/Bars/In Room Dining/Banquets & Butler Service** | **Jun 2005 – Oct 2006** |
| **Royal Caribbean Cruise Lines & Costa Cruise Line’s - Miami - U.S.A** | **Head Butler – Food & Beverage/Housekeeping & Concierge services** | **May 2001 – Feb 2005** |
| **The Oberoi Hotel, Mumbai** | **Floor Butler – F&B / Housekeeping** | **Nov 1997 – May 2001** |

**REFER CORE WORK ACTIVITIES AS MENTIONED BELOW**

**Managing Day-to-Day Operations**

• **Supervises and manages employees. Manages all day-to-day operations at Business Units. Dinning Halls Understands employee positions well enough to perform duties in employees' absence.**

**• Maintains service and sanitation standards in restaurant, bar/lounge and room service areas.**

**• Reviews staffing levels to ensure that guest service, operational needs and financial objectives are met.**

**Leading Food and Beverage Team**

**• Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.**

**• Encourages and builds mutual trust, respect, and cooperation among team members.**

**• Serves as a role model to demonstrate appropriate behaviors.**

**• Identifies the developmental needs of others and coaches, mentors, or otherwise helps others to improve their knowledge or skills.**

**• Develops specific goals and plans to prioritize, organize, and accomplish your work.**

**• Ensures and maintains the productivity level of employees.**

**• Provides the leadership, vision and direction to bring together and prioritize the departmental goals in a way that will be efficient and effective.**

**• Ensures compliance with all food & beverage policies, standards and procedures by training, supervising, follow-up and hands on management.**

**• Ensures compliance with all applicable laws and regulations.**

**• Ensures compliance with food handling and sanitation standards.**

**• Ensures staff understands local, state and Federal liquor laws.**

**• Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.**

**• Establishes guidelines so employees understand expectations and parameters.**

**• Monitors alcohol beverage service in compliance with local laws.**

**Ensuring Exceptional Customer Service**

**• Provides services that are above and beyond for customer satisfaction and retention.**

**• Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.**

**• Manages day-to-day operations, ensures the quality, standards and meets the expectations of the customers on a daily basis.**

**• Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations.**

**• Empowers employees to provide excellent customer service.**

**• Acts as the guest service role model for the restaurants, set a good example of excellent customer service and creates a positive atmosphere for guest relations.**

**• Handles guest problems and complaints.**

**• Meets with guests on an informal basis during meals or upon departure to obtain feedback on quality of food and beverage, service levels and overall satisfaction.**

**• Ensures corrective action is taken to continuously improve service results.**

**• Incorporates guest satisfaction as a component of departmental meetings with a focus on continuous improvement.**

**• Manages service delivery in outlets to ensure excellent service from point of entry to departure (e.g., greeting from hostess, speed of order taking and food and beverage delivery, fulfillment of special requests, collection of payment & invitation to return).**

**Managing and Conducting Human Resource Activities**

**• Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.**

**• Identifies the educational needs of others, develops formal educational or training programs or classes, and teaches or instructs others.**

**• Ensures employees are treated fairly and equitably. Strives to improve employee retention.**

**• Ensures employees receive on-going training to understand guest expectations.**

**• Solicits employee feedback, utilizes an "open door" policy and reviews employee satisfaction results to identify and address employee problems or concerns.**

**• Strives to improve service performance.**

**• Ensures recognition is taking place across areas of responsibility.**

**Additional Responsibilities**

**• Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.**

**• Analyzes information and evaluating results to choose the best solution and solve problems.**

**• Assists servers and hosts on the floor during meal periods and high demand times.**

**• Recognizes good quality products and presentations.**

**• Supervises daily shift operations in absence of Assistant Restaurant Manager.**

**• Oversees the financial aspects of the department including purchasing and payment of invoices.**

**ACCOLADES**

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| * **Received appreciation letters from guests at “Oberoi & Intercontinental Hotel”**
* **Managed Catering services to approximately Fifteen thousand meals per day in** **respective projects and controlled bigger team strength of multinational staff members, in** the areas of **food & beverage service & housekeeping**
* **Received the Employee of the month at The Oberoi Mumbai in 1998**
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**PERSONAL DETAILS**

* **Date of Birth – 24th October 1975**
* **Marital Status - Single**
* **Notice Period - One Month**
* **Previous Compensation In G.C.C –**
* **Expected Compensation - Negotiable**
* **Interests – Music , Adventure Sports , Reading**

**Thank you for your time and have a nice day!!**

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