**JOHN**

John.268298@2freemail.com

**SUMMARY**

Experienced F&B manager with more than nine years proven track record including working for the leading Five Star hotel in India - The Leela.

With a Masters in Tourism Management and Administration, competent communication, people and guest management skills, I will prove to be an asset to your organization.

**PROFESSIONAL EXPERIENCE**

**WelcomHotel Raviz Kadavu**

*A Five Star hotel in Calicut, Kerala*

Restaurant Manager, Bar & BQT October 2013 - Present

\*Second in command to the F&B manager \* Manage and develop restaurant team, implement company discipline and brief team for upcoming events \* Plan & forecast Sales, analyze and control P&L

**Somatheeram Ayurvedic Resort**

 *The world’s first Ayurvedic resort in Kerala*

Restaurant Manager July 2011 to September 2013

\*Prepare indents for F&B section as per the consumption pattern \* Manage and develop restaurant team, implement company discipline \* Plan & forecast Sales, analyze and control P&L

**The Leela Kempinski Kovalam**

*Kerala's largest resort with 182 guest rooms and suites spread over 44 acres.*

Supervisor September 2007 to June 2011

\*Assist the manager in anticipating and maintaining guest satisfaction \*Provide exemplary service quality, service recovery and active customer feedback \*Communicate and co-ordinate across functional departments to maintain quality service. \*Motivate staff and initiate cohesiveness as a team. \*Conduct in-house training.

*Other experience*

**Al Faisaliah Group -** *A leading diversified enterprise in Saudi Arabia*

*Supervisor*  One month

**The Leela Kempinski Kovalam**

*Kerala's largest resort with 182 guest rooms and suites spread over 44 acres.*

Job trainee September 2006 to Sep:2007

**EDUCATION**

|  |  |
| --- | --- |
| * **Masters in Tourism Administration**
* Bachelor of Arts in Travel & Tourism Management
 | *Dr. Ambedkar University, Agra, India* |

**OTHER PROFESSIONAL DEVELOPMENT TRAINING**

|  |  |
| --- | --- |
| * MS Office, Excel, Tasha
* Material Management System
* Property Management System
* First Aid
* Fire Fighting
 | * F&B Upsell
* Commitment to excellence
* Supervisory Skills
* Motivational Skills
 |

* *References available on request*