**First Name of Application CV No 1623354**

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**PROFILE** A dynamic, results oriented **Restaurant Manager** offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieve performance goals through enthusiasm and initiative, which complement knowledge / expertise in

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| * Team Building / Staff Training * Purchasing / Inventory Management * Quality Assurance / Control * Facilities / Safety Management | * Customer Service / Guest Relations * Cost Containment / Control * Policies and Procedures * Continuous Performance Improvement |

Noted for outstanding communications skills, both with guests and staff; resolve problems quickly and equitably to ensure happy customers and happy employees.

**Computer skills:**

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| * MS Word, Excel and PowerPoint |

**EXPERIENCE**

**Dubai Grand Hotel, Dubai** Assistant Manager (July 2015 to Till date)

* Taking responsibility for the business performance of the restaurant.
* Analysing and planning restaurant sales levels and profitability.
* Organising marketing activities, such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Creating and executing plans for department sales, profit and staff development.
* Setting budgets and/or agreeing them with senior management.
* Planning and coordinating menus.

**Marco polo Hotel, Dubai**F&B Executive (Nov 2012 to Nov 2014)

* Coordinating the entire operation of the restaurant during scheduled shifts.
* Managing staff and providing them with feedback.
* Responding to customer complaints.
* Ensuring that all employees adhere to the company's uniform standards.
* Meeting and greeting customers and organizing table reservations.
* Advising customers on menu and wine choice.
* Recruiting, training and motivating staff.
* Organizing and supervising the shifts of kitchen, waiting and cleaning staff.

**Hotel Sun N Sand, Pune, India**  Senior Supervisor (Indian Restaurant Kebab Hut) (Mar 2010 to Oct 2012) • Managed restaurant operations in terms of staffing ,briefing and staff allocation.  
• Greeted guests and make arrangements to seat them.  
• Ensured provision of service in terms of order accuracy and time management.  
• Interviewed, hired and trained personnel to work in a restaurant environment  
• Ensured smooth coordination between the back-end and front-end activities  
• Managed inventory and stocks and supplies  
• Managed customer complaints and queries

**Hotel Parc Estique, Pune, India.** Team Leader (Coffee Shop) (July 2008 to Feb 2010) • Champion customer service standards  
• Optimize stock availability  
• Manage, motivate and develop staff skills  
• Recruit an effective customer services and kitchen team  
• Ensure health and safety requirements are met  
• Provide regular briefings to staff  
• Assign staff shifts  
• Supervise cooking and serving activities

**Hotel Le Meriden, Pune, India.** Waiter (Banquet) (Aug 2006 to July 2008) . • Set-up dining tables to ensure guest satisfaction  
• Developed and implemented banquet practices and procedures.  
• Developed and achieved short and long term goals  
• Follow health and safety standard.

**Education Graduation (Bachelor of Arts) from Burdwan University. West Bengal, India.**

**Professional Qualification** **Durgapur Society of Management Science, Durgapur, India**  
3 years degree in hotel management catering technology and applied nutrition.

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| * Food Science and Nutrition * Food & Beverage Service | * Cooking and Dining Room Service * Food Service Systems and Controls |

**Personal Detail**  Nationality: Indian Status: Married