**First Name of Application CV No 1649988**

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Professional Summary

Senior Diner Supervisor with management experience and exceptional people skills. Well versed in analysing problems, solving them independently. A good team leader, displaying dedication, initiative and hard work that helped in earning good feedback from the clients as well as managers. Desires a challenging role.

Core Qualifications

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| Budgeting and efficient cost control.  Ability to analyse situations and creatively solve problems.  Attention to detail with a strong presence of mind.  Strong customer relationship builder.  HACCP level 3 | Interviewing and training ability.  Proficiency in inventory and ordering.  Staff scheduling knowledge.  Banquet operations and off-site catering expert.  Setting up and operations of food court for events.  Ability to maintain financial records. |

**Experience**

From Oct 2010 to Jan 2016 **Al Raha Village Properties LLC. Abu Dhabi U.A.E**

**Diner Supervisor**

Implementing highest levels of food safety by maintaining HACCP

Supervising the general maintenance and upkeep of diners

Scheduling and directing staff in daily work assignments to maximize productivity.

Continually monitoring Dining halls, packed meal centres and take appropriate action to ensure food quality and service standards are consistently met.

Minimizing losses and misuse of equipment through proper diners supervision and staff training.

Developing and maintaining a staff that provides a hospitable and professional service while adhering to policies and business initiatives.

Optimizing profits by controlling food, beverage and labour costs on a daily basis.

Consistently maintaining high level of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.

Communicating well and used strong interpersonal skills to establish positive relationships with guests and employees.

Working closely with the chef and cooks to determine menu plans for special events or occasions.

Counseled and disciplined staff when necessary.

Consistently obtained highest rating from Abu Dhabi Food Control Authority.

March 2008 to July 2010 **ADNH Compass ME LLC. Abu Dhabi. U.A.E (Hospitality by Abu Dhabi National Exhibitions Centre)**

**Catering Supervisor**

Mobilizing, set up, operations, breakdown, reorganizing storage and full stock taking of outlets (Food court, Restaurants and coffee shops) for events, Conferences and banquet functions (50 - 25,000px)

Scheduled more than 120 regular and casual staff

Ensured efficient operating cost reduction

Determined adequate operation supplies are available on time

Adhered to all policies and procedure of the organization

Assured guest satisfaction, attract guest by providing personalized service

Conducted daily briefing, check grooming, subject knowledge of the staff and rectify mistakes

Trained staff on guest satisfaction, situation handling and maintenance of work place, avoid breakage and motivate staff to build communication with guests

Effectively communicated with the manager to provide best possible service to guests

Assisted the manager in menu planning and budgeting

Responsible for the entire operation in the absence of the manager

Consistently maintained high levels of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.

Performed checkouts of servers and cashiers to ensure that all tickets were accounted for.

Initiated negotiations regarding vendor contracts and kept updated records of contracts.

Worked closely with the chef and cooks to determine menu plans for special events or occasions.

Scheduled and directed staff in daily work assignments to maximize productivity.

Efficiently resolved problems or concerns to the satisfaction of all involved parties.

May 2003 to August 2006 **Spinney's Abu Dhabi LLC (Ruwais HC)**

**Head Waiter**

Continually monitored restaurant and Take away areas. Took appropriate action to ensure food quality and service standards were consistently met.

Minimized loss and misuse of equipment through proper restaurant supervision and staff training.

Exhibited thorough knowledge of food, beverages, supervisory duties, service techniques, and guest interactions.

Developed and maintained exceptional customer service standards.

Consistently maintained high level of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.

Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.

Worked closely with the chef and cooks to determine menu plans for special events and occasions.

Counselled and disciplined staff when necessary. Consistently obtained highest rating from RHC.

August 2001 to May 2003 **Best Western The Emerald Mumbai, India**

**Senior Captain**

Greeted customers in the restaurant, took and rang up orders, handled payment and thanked customers

Informed patrons of establishment specialties and features

Inspected dining and serving areas to ensure cleanliness and proper setup

Received and recorded patrons' dining reservations

Compiled and maintained records of food use and expenditures

Suggested additional items to guests, as appropriate, to increase restaurant sales.

Answered questions about menu selections and made recommendations when requested.

Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

Skilfully anticipated and addressed guests' service needs.

Consistently adhered to quality expectations and standards.

Delivered an exceptional dining experience with friendly, fast service.

Correctly calculated charges, issued bills and collected payments.

Maintained a professional tone at all times, including during peak rush hours.

Received frequent customer compliments for going above and beyond normal duties.

**Educational Qualification**

Attended 3 years of B.Sc. in St. Aloysius College, Mangalore - June 1992 - February 1995.

**Training and Apprenticeship**

**Level 3 Award in HACCP from CIEH Essential food safety [ Trained by ADFCA] Hands on experience in Special events catering, banquet operations and bar inventory Exposed to all key outlets of the F & B service Knowledge of popular cocktails and mocktails Knowledge of various cuisine**

Personal Data

Date of Birth: 24th February, 1975