**FOOD & BEVERAGE OPERATIONS MANAGEMENT**

**Cross-Industry Experience, Strategic Operations Management**

Hotel Management Graduate & Masters in Business Administration with 15 years of working experience in the Hospitality Industry with the responsibility of the growth, profitability, customer satisfaction, training of the staff and setting up new outlets in the organization.

**SKILLS & KNOWLEDGE**

|  |  |
| --- | --- |
| * Multi unit’s operations management. * Develop annual budget for outlets. * Resource planning, monthly and quarterly reviews. * Vendor sourcing & negotiation. * Pre-opening planning and development. | * Developing and maintaining outlets goals * Ensuring exceptional customer service * Leading outlets team * Developing and maintaining budgets * Managing and conducting human resource activities. |

**PROFESSIONAL EXPERIENCE**

**FGP Restaurant LLC. Muscat Muscat, Sultanate of OMAN April 2012 to Present**

**General Manager – Restaurants & Banquet Operations (Including Pre- & Opening).**

FGPR LLC is a fast growing hospitality group in Oman with interests in High-end restaurants,

Lounge, Café & Off site catering. I joined the organization as pre-opening General Manager.

**Roles & Responsibilities:**

* Responsible for the overall operation of the current outlets and Pre-opening planning.
* Business development, developing marketing strategies and profit maximization.
* Negotiate with clients for use of facilities for Event management and planning of off-site catering functions.
* Co-ordination with the Marketing team to design customer focused sales promotions, events.
* Customer feedback Analysis & corrective action thru CRM.
* Inventory management, pricing strategies.
* Complying with company standards of quality, hygiene, accounts, HR, purchase etc.
* Design and impart training to the team for the SOPs, customer satisfaction & effective management.
* Co-ordinate between projects, supply chain, finance and human resources Department for the smooth Opening of new outlets and managing the current outlets.
* Performance appraisals of the team.
* To evaluate required manpower on quarterly basis.
* Responsible for all outlets occurrences whether in my presence or otherwise

**Barbeque Nation Hospitality INDIA May 2008 to March 2012**

**Business Manager – Restaurant Chain Operations**

Barbeque Nation is concept dining chain of restaurants provides a concept dining experience of

Live charcoal grill on table, followed by an efficient buffet spread.

**Roles & Responsibilities:**

* Operating the Multi-unit food and beverage division including associate dinning in the region.
* Responsible for budgeting, forecasting, procurement, marketing, menu development, human resource compliance and P&L analysis.
* Business development, developing marketing strategies and profit maximization.
* Develops accurate and aggressive long and short – range financial objectives for the Units.
* Negotiate with clients for use of facilities for Event management and planning of off-site catering functions.

### Ensure customer service in all areas through Customer feedback Analysis. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.

* Responsible for ensuring consistent high quality of food preparation and service maintain Professional Brand image, including outlet cleanliness, proper uniforms, and appearance standards.
* Standardizes portions used and is responsible for the controlling of f&b cost, labor cost and other operating costs.
* Maintains knowledge of local competition and general industry trends.
* Assist managers in daily activities, conducting inventory and preparing payroll.
* Design and impart training to the staff for the SOPs, customer satisfaction & effective management.
* Liaison with local authorities & media.
* To be responsible for my own results.

**Java Green Pvt. Ltd. - Reliance Group INDIA March 2005 to April 2008**

**City Manager – Restaurant Chain Operations (QSR) (Including Pre- & Opening).**

Java-Green is a **Quick Service Restaurant (QSR) chain** owned by **the Reliance ADA Group** in

Indiawith 140 outlets all over the country.

**Roles & Responsibilities:**

* Monitoring and controlling daily operation across various outlets.
* Business development, developing marketing strategies and profit maximization.
* Negotiate with clients & Vendors.
* Planning and implementing various promotional activities to increase sales.
* Setting monthly targets for store and to ensure the achievement.
* Functional head for all concern Dept. to ensure smooth operations.
* Responsible for exploring various expansion opportunities for Java Green in the Circle.
* Accountability for all government compliances for the stores.

**Taj Group of Hotels INDIA Feb 2004 to Feb 2005**

**Assistant Manager Food & Beverage – Banquet Operations**

Hotel Taj Residency Vadodara is a five star property from Taj Group of hotels and resorts.

**Roles & Responsibilities:**

* Was responsible for Banquets operations (Indoor and Outdoor) with 9 indoor venues.
* Reporting to F&B Manager with daily sales report, log book, comments cards.
* Coordinating with Guest for bookings, Attending to guest suggestion, comments and complaints and rectifying the same ensuring quality customer service and satisfaction.
* Coordinating with different companies for function details and confirmations.
* Co-coordinating with other departments like F.O, Production, H.K, Maintenance for the smooth functioning.
* Leading the team of senior captain, captains, GSA & trainees responsible for Banquets operations.
* Co-coordinating very closely with sales & marketing department for maximum banquet revenue.

**Best western Hindusthan International INDIA Aug 2002 to Feb 2004**

**Assistant Manager Food & Beverage – Banquet Operations**

Hotel Hindusthan international Varanasi is a five star property from HHI group of hotels.

I Joined the Organization as F & B Executive and after got promoted as Assistant Manager F&B**.**

**Roles & Responsibilities:**

* Looking After entire Banquets ( Sales & Operations) as there was no Banquets Manager during

That period.

* To get in banquet business, doing banquet bookings, handling corporate conference and private

Parties.

* To create a sound and strong working relationship with all staff and help develop their maximum Potential.
* Implement systems and procedures that achieve higher cost efficiency and guest satisfaction.
* Continuously improve and innovate upon product and services to achieve a larger market share and retain regular guests & Corporate of the Banquets.
* To co-ordinate any activity which overlaps with concerns other departments with their respective department heads.

**Hotel Le Meridien INDIA May 2001 to July 2002**

**Guest Service Assistant**

Started my carrier with Le Meridien New Delhi as Guest service assistant in F & B Service.

**Vocational Training**

Hotel Inter Continental –, India.

Hotel Ashok – New Delhi, India.

**EDUCATION**

**3 years Diploma in Hotel Management,**

Government Institute of Hotel Management & Catering Technology,

Dehradun, INDIA, 1998-2001

**Masters in Business Administration,**

Institute of Business Management & Technology,

New Delhi, INDIA, 2006-2008

**PERSONNEL DETAILS**

Nationality : Indian

Date of Birth : 10th November, 1980

Driving License : OMAN & INDIA

**First Name of Application CV No:** **1671204**

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