**JOSE**

**BAR MANAGER – OPERATIONS MANAGER – CLUB INCHARGE**

**PROFILE SUMMARY**

Charismatic and experienced Bar and Club Manager with a career spanning over 15 years with a proven track record of effectively managing bar and clubs in well reputed and popular Hotels and Restaurants. Seeking a challenging position of an Operations Manager within the Hospitality Industry that requires experience and expertise to ensure a winning edge for the organization.

Demonstrated remarkable success and a recipient of multiple rewards and accolades throughout the career as a high performer and expert at handling night activities, training staff for efficient customer service and effective vendor management. An astute professional with rich experience in developing clubs as well as fostering an environment for building strong yet strategic relationships with premium customers, generating revenue and increasing overall profitability.

Result-driven professional with effective communication and interpersonal skills as well as being sincere, responsible and disciplined with a love to meet and interact with people and respect values and relations.

**CORE COMPETENCIES**

*Customer Service*

*Bar Management*

*Night Club Management*

*Negotiation Skills*

*Pricing*

*Vendor Management*

*Inventory Management*

*Interpersonal Skills*

*Client Relations Management*

*Staff Management*

*Recruitment and Training*

*Security Management*

**PERFORMANCE MILESTONES**

• Honored with “Certificate of Achievement” for IHG Hostile Surveillance Course EMEA in 2014

• Awarded as “**Winning Ways Hero –Work better together**” at Crowne Plaza, Dubai.

• Bestowed with the “**Creative of Achievement**” award from MMI Bar Academy (2009).

• Received “**Long Service Award**” from Intercontinental Muscat (2002).

• Achieved total revenue of 15 million, winning far ahead from the competitors and in a critical market situation

• Sustained Beverage Cost YTD 19.5% vs. Budget of 22%.

• Constant endeavor in placing the Club to be at the No.1 Position in the entire UAE and achieved the same with high rating.

• Zinc goes to Meydan Races as the highest revenue of 113k achieved in the entire period at all times with considerable profit margin.

• Awarded as the “**Best Décor**” at a successfully organized Halloween party

**ORGANISATIONAL EXPERIENCE**

**Zinc - Crown Plaza Dubai, UAE 2003 - 2016**

**Bar Manager (overseeing Club activities) 2013 - 2016**

• Responsible for managing the bar service within the club while ensuring the customers are served promptly and courteously, in accordance with Standard Operating Procedures

• Ensuring that the night activities are operated efficiently and effectively.

• Overseeing the performance of the staff and ensure first rate customer service and complete satisfaction.

• Executing, controlling and reviewing all processes related to stock control, cash handling, purchasing and other important procedures in the bar.

• Handling recruitment, training and scheduling of the night club staff.

• Adhering to Healthy and Safety Standards and Compliance.

• Simultaneously training personnel in areas such as safety regulations and local ordinances.

**Assistant Night Club Manager 2008 - 2013**

• Managed staff of 30 employees ensuring efficient customer service in a high volume, tourist-oriented selling space.

• Maintained the costs associated with the bar, food and inventory and controlled the expenses as well.

• Processed payroll, administrative control and managed all night club and restaurant volume of $40,000/night.

• Demonstrated skill in accommodating private parties featuring corporate head, sports, figures and celebrities credited with high degree of diplomacy in resolving problems without compromising on customer relations.

• Cultivated long term sales staff as a team player and abide by the policies involved.

• Implementation of labor cost control and ensure the same at all levels.

• Documented end of month, daily and weekly transactions and prepared bi-weekly payroll.

• Orchestrated recipe and menu development based on guest trends /preferences and seasonal considerations.

• Sourced vendors and negotiated inventory cost with them for profit margins.

**General Responsibilities:**

• Coaching and counseling outlet staff and supervisors to ensure that job is done effectively.

• Dealing with performance management related issues and evaluating the performance of the staff objectively.

• Conducting on-the-job training for entire staff and the supervisor as part of the developmental plans.

• Motivating and leading by example a strong team within stewarding department by recognizing and rewarding achievers.

• Ensuring open communication channels with stewarding personnel and keep them informed of all important information to assist in their jobs.

• Responsible for successfully organizing and planning various events at the club such as Halloween at Zinc, birthday and other private events, Saturday Nights etc.

**PRECEDING ASSIGNMENTS**

**Head Bar Attender Al Gazal Pub Al Gazal Pub, Muscat International Muscat, Oman 1991 - 2003**

**Club-in-Charge Al Ras Hamra Club Muscat, Oman 1989 - 1991**

**APPRENTICESHIP**

• Shamiana Restaurant – Taj Mumbai

• Searock Sheraton – Bandra, Mumbai

**ACADEMIC CREDENTIALS**

**Higher Secondary Education in India (Central Board of Secondary Education) 1987**

**TRAININGS & CERTIFICATIONS**

Retaining Employees – InterContinental Hotels Group 2014

Time Management – InterContinental Hotels Group 2014

Stress Management – InterContinental Hotels Group 2014

Foundation Certificate in Food Hygiene Training 2003

**PERSONAL DOSSIER**

**Nationality** : Indian

**Marital Status** : Married

**Languages Known** : English, Arabic, and Hindi