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**PERSONAL STATEMENT**

I am an enthusiastic manager with drive, determination and demonstrate a high level of commitment and professionalism. With my 11+ years of experience in the hospitality industry I have developed extensive knowledge of the hospitality industry, its working practices, recruitment, pay, training, cost control, marketing, employment conditions and diversity issues. Have a proven ability to ensure that F&B department operates efficiently and profitably. I have a performance-oriented approach. Having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and Beverage service and also present a positive and fashionable image of the business.

**WORK EXPERIENCE**

**March 2016 – till present**

**Senior Operations Manager – Food & Beverage**

**Airport outlets**

**Airest Restaurants Middle East LLC, Abu Dhabi UAE**

**(a subsidiary of Lagardere Travel Retail)**

* Manage 4 different outlets -Sky Bar, Bricco, Pret To Go and Culto coffee shop with over 40 staff members in FOH and BOH team at Abu Dhabi International Airport.
* Manage day-to-day operations within budgeted guidelines and to the highest standards
* Design exceptional menus, purchase goods and continuously make necessary improvements.
* Lead F&B team by recruiting, training and appraising talented personnel.
* Establish targets, KPI’s, schedules, policies and procedures
* Be abreast with the new industry trends. Conduct competitive analysis of pricing and offering.
* Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
* Comply with all health and safety regulations at the Airport.
* Report on management regarding sales results and productivity.

**Finance**: To establish and achieve Outlet's annual financial budget forecasts, i.e. meet / maximizes the monthly revenue and GOP targets by exercising a constant control of the  
operational expenses. Have control on P&L, food cost, Beverage cost, & net profits.

**Budgets**: Have control on operational budget, Capex, pre-opening budget, forecasts, ensure that manning guides are adhered to.

**Purchasing**: Negotiate pricing and ensure contracts are followed correctly.  
  
**Maintenance**: Follow up on weekly reports/ log books to ensure that the issues are rectified in a timely manner.  
  
**Marketing**: Drive business and be creative.  
  
**Special Events**: Maintain a calendar of events for each entity, follow up of all these events and ensuring its success.  
  
**Strategy**: follow Company's vision and actively engage in communicating to others.

**Legal**: To ensure that for the outlets featuring live entertainment, all legal documents are obtained in advance and copies are distributed to all conceed key personnel  
i.e. NOC, etc. in a timely manner. To ensure that all outlet operations adhere to the legal framework and requirements.

**July 2014 – March 2016**

**Food & Beverage Manager**

**Etihad Airlines, Abu Dhabi UAE**

* Monitor guest satisfaction in relation to quality, presentation and timeliness of all food and beverage delivery on board and monitors pre and post flight catering activities.
* Leads the crew in the premium cabins to deliver consistent guest service and gives timely and effective feedback (verbal and written) to crew in these cabins.
* Develops and implements measures to ensure that the product design and delivery matches the level of Etihad standards communicated, promised and expected by guests in all travel classes every time.
* Responsible for all service aspects in Diamond First Class and Pearl Business Class. This includes ensuring that all FJ crew are 100% compliant with all service aspects, not only in the service process but also with the guest interaction to ensure a unique and individual service.
* Evaluate and asses FJ crew performance in business class. Provide on job training when required.
* Create a report for onboard incident, guest experience, performance appraisal, catering load, quality check and grooming check.
* Responsible for ensuring full compliance with all relevant food hygiene, health and safety regulations.

**1st Nov 2013 – July 2014**

**Food & Beverage Manager**

**Alexandra Park trotting club & Event centre**

**Auckland, New Zealand**

Alexandra Park is Auckland’s leading function venue with eight unique function rooms which cater to both corporate and private functions and organise outdoor catering.

* Managing Team of 18 (full time / Full time waiters and Duty Managers ) and 120 (casual waiters / Supervisors)
* Managing-126 covers Alex bar and cafe.

- 8 different Events/Banquets Venues in Alexandra Park to cater 1000-1500 guests.

* Reviews departmental staffing level. Interviews and hires new employees.
* Plan and restructure the staffing level and positions as per business requirement.
* Organizes training sessions for the staff and monitors their progress.
* Organise quarterly performance, promotions and PIP if needed.
* Conduct weekly management meeting with F&B Duty Managers and Supervisors.
* Attend weekly budget one on one meeting with CEO.
* Maintain Food & Beverage cost and maximize profitability.
* Monitor daily revenue report and maintain labour cost. Manage menu planning for food and beverage menu with right costing
* Calculate and approve staff hours for payroll accountant.
* Introduce new promotions and packages to maximize the revenue.

**Sept 2010 - Oct 2013**

**Restaurant Manager (Full time)**

**Sky City Grand Hotel, Auckland, New Zealand**

The **SKYCITY Grand Hotel** is a 5 Star hotel in Auckland's CBD. With luxurious rooms, casino, restaurants, bars, theatres and of course Auckland's Sky Tower

* Manage team of 21 staff members (supervisors, waiters, bartenders) on shift,
* Manage -138 covers Terrace breakfast buffet restaurant.
* - Room service for 316 rooms.
* - 200 capacity Conservatory lounge.
* Lobby bar at Sky City Grand Hotel.
* Generating shift reports every day, monitor cash up and balancing tills.
* Ensuring Health & Safety and hygiene procedures & standards are maintained.
* Maximising profitability by involving in marketing and promotions and monitoring Food & Beverage cost.
* Making rosters and managing labour cost.
* Monitoring stock count and purchasing for individual outlet.
* Active involvement with HR and F&B Manager for recruitment of new staff.
* Organise on job training for new staff and monitor their performance.
* Attending staff meeting to discuss about actual sales and projected sales, staff issues, upcoming events, promotions and incentives.

**Oct 09 – Sept 10**

**Food and Beverage Supervisor (full time)**

**Heritage Hotel, Auckland, New Zealand**

• Leading team of 16 staff members.  
• Supervise – 125 covers breakfast and fine dining Hector restaurant.

- Room service for 309 rooms.

- Lobby bar at Heritage Hotel.  
• Leadership qualities, organizational skills, excellent communicational skills.

## 2004 Certified Industrial Training (5 months) J.W Marriott Hotel

## Mumbai, India Food & Beverage Service Trainee

• Function setup according to prospectus.  
• Bar setup and service.  
• Inventory of beverage.  
• Handling cash bar.  
• Silver service and sit down service.

### EDUCATION

**2007 Post Graduate Diploma of Hotel Management**

**Pacific International Hotel Management School,**

**New Zealand**

Subjects: Tourism Management

Hospitality Sales & Marketing

Hotel Operations & Logistics Management

Human Resource Management

Hospitality Management Accounting

Research Methodology

**Research project:**

Successfully completed a research project for Pacific International Hotel Management School, New Plymouth, New Zealand on

“High staffs turn over in F&B department of Heritage Hotel”

Case study under the guidance of Dr.Bridgeman.

**2006 3 Year B.Sc in Hospitality and Hotel Administration**

**Institute of Hotel Management, Bhopal, India**

Subjects: Food service operation & management

Food production operation & management

Front office operation and management

Housekeeping operation and management

Food science and nutrition

Facility planning

Strategy management

**OTHER ACHIEVEMENTS**

* Awarded **Silver** for Innovative Table Setting, NZ Culinary Fare 2009
* Awarded **Silver** for Innovative Cocktail in NZ Culinary Fare 2009.
* Certified **Liquor Controller Qualification & GM** certificate.
* Certified **Food hygiene** Course.
* **Pernod Ricard** Wine training (workshop).
* **Barista** coffee Training.
* **Greet NZ** Certified Customer Service Training.
* **Train The Trainer** Heritage Hotel Auckland.