**Cover Note**

Please find enclosed my CV for your information.

I have extensive work experience in the hospitality sector in branded luxury hotels, cruise lines as well as unique standalone properties giving me varied skills and the ability to work in varied environments & cultures, an experience allowing me to believe I could easily fit into your team.

I look forward to an opportunity to be able to discuss my profile and to hear from you on how we can come together professionally.

 Yours Sincerely,

**CURRICULUM VITAE**

**MALCOLM**

[**MALCOLM.329914@2freemail.com**](mailto:MALCOLM.329914@2freemail.com)



**OBJECTIVE**

I am a dynamic, motivated and dedicated individual who enjoys challenges and thrives in the world of hospitality offering a successful blend of hotel and ship experience. I am able to establish and maintain open channels of communication to enhance optimum delivery of service, a positive working environment and responsive business development.

If I am given the opportunity to grow in your organization I shall strive to keep on inculcating my personal work culture into that of your organization for the betterment of both of us.

**MISCELLANEOUS INFORMATION**

**Marital Status:** Married

**Children:** Two

**Date of Birth:** 04th January 1979.

**Passport (Self):** J 2136960 India **Expiry:** 19th December 2020

**EDUCATIONAL QUALIFICATIONS**

1. **Diploma in Hotel Management 1997-2000**

Merit Swiss Asian School of Hotel Management

Affiliated to Swiss School of Hotel & Tourism Management- Chur, Switzerland

1. **Diploma in Hospitality Management (1997-2000)**

Educational Institute of the American Hotels & Motels Association(AH&MA

**WORK EXPERIENCE**

**July 2015 to present**

General Manager- Monroe Hotel & Suites- Kingdom of Bahrain

151 keys, 11 F&B revenue centres with extensive clubbing & restaurant operations

**July 2013 to July 2015**

General Manager- Radisson Goa Candolim, Radisson Hotels & Resorts (Pre-opening)

**Oct 2009 to July 2013**

General Manager- Casa Severina Heritage Resort, Goa India

**Sept 2006 to June 2009**

F&B Operations Manager- P&O Cruises, Southampton, UK

**Nov 2004 to Aug 2006**

Banquet Manager- Taj Mahal Palace & Tower Hotel, Mumbai, India

**Nov 2002 to Nov 2004**

F&B Executive- Goa Marriott Resort, Miramar, Panaji, Goa, India

**May 2002 to September 2002**

NUSI Maritime Pre-Sea Training Academy, Goa

**Nov 2000 to March 2002**

Assistant Bartender- Star Cruises, Malaysia

**CORE COMPETENCIES**

* Guard the efficiency & productivity of the unit
* Planning budget concepts along with the Finance team
* Planning events at the clubs and restaurants
* All Inclusive/ Full board concept management
* Sales & Marketing
* Revenue Management
* Coordination of International performing artists
* Control cost prices & identifying alternatives to mitigate costs
* Delivering of data & proposals for budgets & investments
* Ensuring quality of operations as per specified brand standards & standard operating procedures
* Ensuring a strong internal control environment by working with the cost controller
* Determination of the work force, recruitment & hiring of new staff, execution of performance reviews & training of staff
* Complaint management
* Leading various internal & external meetings
* Legalisation, occupational health & safety act, HACCP, fire regulations & other legal requirements
* Maintain contact with public authorities
* Manage the hotels in accordance with the Standard Operating Procedures and Policies as set out by the company.
* See to the implementation of optimal and attractive products and services required to address the hotel’s target groups, based on pre-agreed marketing plans and budgets as advised by the Corporate team
* Ensure the correct production and distribution of information and promotion materials as agreed to.
* Justify deviations and differences
* Creating & introducing business objectives & goals
* Driving the team towards service excellence
* Advertising
* Travel agent co-ordination & charter business contracting
* Emergency management
* Responsible for identifying areas for improvement within guest experiences
* Responsible for maintaining guest relations & incorporating guest feedback
* Effective diagnosis of situations & conditions, render judgements & take decisions promptly & appropriately
* Exceptional delivery of the Company’s standard of food services
* Quality assurance

**CERTIFICATES**

Chartered Institute of Environmental Health Level 3 Award in Supervising Food Safety & Catering

Nutrastat Foundation Integrated Pest Management in the UK

**Languages**

English, Hindi & Konkani