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| **SUBASH** **SUBASH.331433@2freemail.com** **MANAGER –RESTAURANT OPERATIONS** Recognized as an efficient leader who performed senior roles; generates significant growth and effectively motivates personnel to provide superior customer service*Industry Preference: Hotel / Restaurants Location Preference: UAE / Oman / Qatar* |
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| core24x24icons Key Skills | knowledge24x24icons Profile Summary |
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| Strategic Planning  |
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| Restaurant Management |
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| Budgeting & Cost Optimization |
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| Inventory & Facility Management |
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| F&B Store Launches |
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| Process / Product Enhancements |
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| Service Excellence / Quality Control |
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| Team Building & Leadership |
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| Customer Relationship Management |
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 | * A result-oriented professional with **nearly 20 years** of experience in Restaurant Operations, F&B Operations, Customer Relationship Management and People Management
* Excellent in managing the entire gamut of Food & Beverage operations including menu-planning, food production as well as monitoring of food processing & aesthetic presentation of food and beverages for the purpose of ensuring compliance with standards
* Sensitivity to multinational cultures & consumer behavior with skills in interacting with customers from different nationalities, meeting their requirements through efficient customer handling skills & moulding plans according to feedbacks
* Gained exposure in scheduling roster, staff vacation and restaurant workforce planning
* Skilled in ensuring a smooth running of restaurant operations along with other departments like F&B, so on
* An effective leader with excellent communication, analytical, team building, problem solving and relationship management skills
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| career24x24icons TimelineIntelligent Foods (Offshore Selling Club)/ More Cafe, Dubai, UAE as Bar Tender / Barista |
| Pursuing Bachelor Study Management (Commerce) from Pashupati Multiple Campus, Kathmandu, Nepal Tribhuwan University

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| **Jun’05 – Dec’06** | **1997 - 2000** | **2000 - 2003** | **2003 - Present** |
|  |  |  | More Café Restaurant LLC, Muscat, Oman as Senior Restaurant Manager |

Casino Royal Hotel YAK & YETI, Kathmandu, Nepal as Bar Tendersoftskills24x24icons Soft Skills |
|  **Communicator Innovator** **Thinker****Collaborator Intuitive** |  | Description: edu24x24icons Education* **Pursuing Bachelor of Study Management (Commerce)** from Pashupati Multiple Campus, Kathmandu, Nepal, Tribhuwan University
* **12th** from Pashupati Multiple Campus, Kathmandu, Nepal, Tribhuwan University in 1999

Courses-Attended24x24iconsIT Skills* MS Office and Internet Applications
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| * Work Experience

**Jul’03 – till date: More Café Restaurant LLC, Muscat, Oman as Senior Restaurant Manager** **Growth Path**Jul’03 – May’06: Restaurant / Bar SupervisorMay’06 – Sep’09: Beverage Manager (Bar Manager)Sep’09 – Nov’13: Asst. Restaurant Manager/ Acting Restaurant ManagerNov’13 – Present: Senior Restaurant Manager**Key result Areas:*** Participating in completed menu engineering, costing of food & beverage and cementing the name of More Cafe
* Directing operations of two outlets and making it into one of the most recognized restaurants in its category within Oman through the continuous monitoring of standards, staff development, service excellency and customer satisfactions
* Rendering solution of operational issues and reporting to the Group General Manager and ensuring follow-up along with monitoring high standard of customer service, quality of production, hygiene & cleanliness standards, Maintenance & general administration works are in the place according to company’s policy & operation and followed by the staff
* Monitoring training and follow-up to ensure that all employees received training on and on-going basis
* Sustaining high quality food & service by ensuring compliance with all operations procedures
* Supervising the staff performances, scheduling & annual leave and formulating training & development plans for all staff members as per company’s policy
* Assisting management by attending the MIS report meeting, recommending & planning for revenue generation and controlling the cost of food
* Building relationships with external suppliers to ensure the best reputation within the industry and attaining the service required to ensure that the operational of Food & Beverage Team can deliver the highest standard of service and achieve the financial target
* Playing a major role in budgeting and forecasting with approval of Managing Director for analyzing monthly F&B costs as well as controllable expenses

**Significant Accomplishments**:* Played a major role in mOre Café concept of restaurants, opening of 2 new franchised outlets in Oman - implemented bar equipment requirements and technical calibration of equipment
* Implemented new initiatives such as budgeting, standard operation procedure, sequence of service, staff development & training, food hygiene standards for openings and introducing additions (restaurants / Cafe) to existing set-ups
* Reduced food cost by 24% through identifying & developing new vendors for which material wastage control, food preparation as per the recipes, controlling the supplier of cleaning material, raw meat & seafood and dry items
* Received the **Employment of the Month** and **Most Consist Employee Award** in recognition of hard working, loyal and contribution for the company
* Previous Experience

**Dec’00 – Jun’03: Intelligent Foods (Offshore Selling Club)/ More Cafe, Dubai, UAE as** **Bar Tender / Barista****May’97 – Nov’00: Casino Royal Hotel YAK & YETI, Kathmandu, Nepal as Bar Tender**Courses-Attended24x24iconsTraining Attended* Hazard Analysis Critical Control Point (HACCP) Person In-charge Level 3 from GHP consultancy from United Arab Emirates in 2005, 2009 & 2011
* Basic Fire Training from Britam Defence, United Arab Emirates in 2006

personal-details24x24iconsPersonal Details * **Date of Birth:** 3rd September 1979
* **Languages Known:** English, Hindi & Nepali
* **Nationality:** Nepali
* **Marital Status:** Married
* **Visa Status:** Employment with NOC for Oman
* **Driving License Details:** Holding Light Vehicle Driving License of Oman & UAE
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