***Sharavanan***

***Sharavanan.331681@2freemail.com***

***PERSONAL PROFILE***

* Excellent communication and interpersonal skills. Able to identify individual customer’s needs with close attention to details. Eagerly accepts new challenges and adapts well to any possible situation. Computer literate, Customer Service Relations experience. Having strong knowledge in Casual Dining Restaurants, Room service, Banquets, Outdoor catering service and fine Dining Restaurants.

 ***WORK EXPERIENCE***

 **Restaurant Manager – September, 2012 - Present**

 M.H Alshaya Company.

* Build a team of customer-focused employees through coaching and measurement.
* Direct and manage store sales efforts that include promotions, retail sales, up-selling and route sales by LSM (Local store marketing) to achieve business plan objectives and profitability as set forth in the store operating plan and financial goals.
* Implementing procedures to maximize efficiencies and control variances in daily production and overall store performance.
* Manage company resources, inventory control and reporting documentation both financial and operational.
* Develop and encourage positive, direct and open relationships amongst all colleagues● Assist in employee relations, giving guidance to subordinate staff.

***Le Pain Quotidien (JBR Walk Dubai UAE)***

# Assistant Restaurant Manager December 2011 - August 2012

* Provide full support to exceed customer expectations, foster an ethic of teamwork, competencies and achieve financial objectives.
* Direct and manage store sales efforts, achieve business plan objectives as set forth in the store operating plan and financial goals.
* Involved in day to day shop sales/ counter sales operations, Supervise whole shift operation as Management staff. Strong knowledge in Loss n Prevention
* Ensure that customer service expectations are constantly exceeded
* Ensure that in house control system/audit requirements are adhered to company policy

## Ashas Contemporary Indian Cuisine Avenues Mall Kuwait

 **Store in Charge**

**September 2007 to October 2011**

 Overlooking the operation smoothly in the absence of Restaurant Manager and attend all the table service professionally and make sure all the guest were served promptly

* Achieving the Target as per the sales Tracker and act accordingly on the floor
* Cross checking the Sampling and wastages accurately on a daily basis
* Daily emails are followed up and send reply when required, making the weekly inventory and fix the P& L accurately and fix the food cost and making sure it is stable in all weeks

## Ashas Contemporary Indian Cuisine Avenues Mall Kuwait

**Restaurant Supervisor**

**August 2004 to August 2007**

* Responsible for maintaining service standards in accordance with established policies and procedures set by the company.
* Be a change agent, constantly reviewing service delivery
* Develop a culture of actively seeking feedback from customers on a regular basis.

**Café Renoir Wafi Mall / Wafi City Dubai**

**In Store Trainer**

**Jan 1997 to Dec 2003**

* Responsible for maintaining service standards in accordance with established policies and procedures set by the company.
* Be a change agent, constantly reviewing service delivery Develop a culture of actively seeking feedback from customers on a regular

**WG Park Sheraton Hotel & Towers Chennai India**

**Waiter Fine Dining Restaurant / Room Service**

**Jun 1992 to Jan 1997**

 ***Training and Seminars:***

# Date Course

Oct 23 2016 Hospitality Legend Training

 Ms. Veena M.H.Al Shaya Co L.L.C

 Alshaya Learning & Development Dubai

Sept 10 2015 Performance Development Management

 Ms. Lakshmi M.H.Al Shaya Co L.L.C

 Alshaya Learning & Development Dubai

June 17 2014 M.H.Al Shaya Operation Management

 Ms. Paula Carlin M.H.Al Shaya Co L.L.C

 Alshaya Human Resources Dept. Dubai

May 22, 2013- Oct 22, 2013 M.H.Al Shaya Management Development

 Ms. Paula Carlin M.H.Al Shaya Co L.L.C

 Alshaya Human Resources Dept. Dubai.

Dec 27, 2011- Feb 27, 2012 Service expert training and Development

 Mr. Raj Kiran Rayi (Restaurant Manager)

 Le Pain Quotidien Restaurant Dubai.

Sep 26, 2007- Oct 26, 2007 Expert in Introductory session

 Mr. Rabih Habkha (Restaurant Manager)

 Ashas Restaurant Kuwait

April 26, 2003- May 26, 2003 Customer Service / steps of service

 Mr. Andrew Charles (Training Manager)

 M.H.Al Shaya Co L.L.C Kuwait

Sept 20 2002 – Sept 23, 2002 Train the Trainer Course Done by Govt of Dubai

***EDUCATIONAL BACKGROUND***

Collegiate : Institute of Hotel Management Trichy India

 Hotel and Restaurant Management

 1989- 1992

Secondary : Veeraraghava Higher Secondary School

 March 07, 1989

## PERSONAL INFORMATION

Date of Birth: 02 April 1972

Marital Status: Married;

Visa Status: Employment Visa

Place of issue: Dubai

Date of Expiry: 04-Nov- 2023

**Driving Licence**:

 I hereby certify that the above information is true and correct.