

**WILLIAM**

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Date of birth: - 12/01/1982

Nationality: - Indian.

Marital Status: - Married.

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**OBJECTIVE: -** A challenging position sought with a premier organization in the hospitality industry, where professional experience and knowledge can be applied and enhanced to its maximum potential. A high level of commitment and professionalism offered in return for challenge, job satisfaction and opportunity to build on existing experience.

**JOBS PROFILE: - Currently working as Restaurant General Manager in Nandos UAE.LLC since 25th June 2016 till date**

Worked with **TABLEZ FOOD CO LLC. as AREA MANAGER Since Jan 2014 till may 24th 2016**

* **PEPPERMILL RESTAURANT** (FINE DINING INDIAN RESTAURANT) – 3 outlets in Abu Dhabi, Joined as **RESTAURANT GENERAL MANAGER** on 24th May 2011 for Peppermill Indian Restaurant.

**Achievements as an AREA MANAGER 2015:** Awarded as The Favourite Indian Restaurant by FACTS AWARD and The top voted Most Romantic Indian Restaurant by ZOMATO in 2015 for Peppermill Restaurant – Eastern Mangroves Abudhabi.

**Key Competencies**

* Decision-making
* Problem analysis and problem-solving
* Planning and organizing
* Resource management
* Communication
* Customer service focus
* Quality orientation
* Teamwork
* Adaptability
* Flexibility
* High energy level
* Stress tolerance

**Key Responsibilities**

* Set operating goals and objectives
* Assess staffing requirements and recruit staff when needed
* Train and coach staff
* Manage staff performance in accordance with established standards and procedures
* Ensure staff know and adhere to established codes of practice
* Organize and monitor staff schedules
* Maintain employee records
* Co-ordinate restaurant operations during each shift
* Monitor adherence to health, safety and hygiene standards in kitchen and restaurant
* Keep records of health and safety practices, Ensure compliance with restaurant security procedures
* Interact with customers, advise customers on food and beverage choices
* Interact with customers to ensure all inquiries and complaints are handled promptly
* Oversee preparation of food and beverage items,
* Ensure quality of food and beverage presentation, ensure adherence to set recipes,

Observe size of food portions and preparation quantities to minimize waste

* Worked closely with Brand Chef to plan and co-ordinate menus
* Analyze food and beverage costs and assign menu prices
* Total restaurant receipts and reconcile with sales
* Ensure cash management procedures are completed accurately
* Setting Budgets and/or agreeing them with Senior Management
* Analyze budget variances and take corrective actions
* Implement and oversee cost cutting measures
* Plan and Monitor restaurant sales and revenue
* Organize and supervise marketing and promotional activities
* Maintain business records
* Prepare and Analyze management reports
* Check and order supplies of non-food items
* Identify and estimate food and beverage supply requirements and place orders with suppliers
* Negotiate purchase prices and develop preferred suppliers, and schedule deliveries
* Check quality of deliveries and documentation
* Ensure correct storage of supplies
* Arrange for maintenance and repairs of equipment and services
* Identify and evaluate competitors

**Knowledge and Experience**

* Experience in food and beverage management
* Experience in staff management and development
* Knowledge of basic accounting principles and practices
* Experience in analyzing financial data
* Knowledge of planning and forecasting
* Track record of managing inventory and cost control
* Knowledge of administrative procedures
* Able to use relevant computer applications

Worked with **RAMEE GROUP OF HOTELS & RESORTS (BAISAN INTERNATIONAL HOTEL)** as an **ASSISTANT RESTAURANT MANAGER** since NOV 26th 2010 till NOV 1ST 2011.

BAISAN INTERNATIONAL is a four star luxury hotel with 106 rooms and 8 food and beverage outlets .Here I work for the club WARBLER: - The very well-known discotheque of Bahrain serving **International Cuisine.**

Worked with **Marco polo Hotel** as a **Sr.Food and Beverage Supervisor**. January 2008 till Nov 21st 2009.

Marco polo hotel is a Four Star Luxury Hotel with 126 rooms and

7 food and beverage outlets.

Worked With CHOPSTIX (CHINESE RESTAURANT) : Serving Ind0- Chinese and holding World Record for The world’s longest chopsticks manufactured by Marco Polo Hotel & certified by Guiness book of world records in 2008 (22ft 1 inch) 6.73 mts.

Joined as a **waiter**-April 2004 till December 2006, Promoted as Captain January 2007, in 2008 promoted as Senior Captain (Senior Supervisor).

**LORDS PANCHGANI: June 2000 till January 2004.Lords Panchgani is a Three Star hotel.** Worked as a F&B associate in a pure vegetarian restaurant.

EDUCATION QUALIFICATION:-

* Passed H.S.C. second-class with Mumbai board India (Feb 2000)
* Passed S.S.C. second-class with Maharashtra board India (Mar 98)
* Completed S.Y.B.Com October 2002.

PROFESSIONAL COURSES:

* Done STCW 95 course from Mumbai Maritime Training Institute. Subjects:-Elementary First aid, Fire Prevention and Fire Fighting, Personal Survival Techniques, Personal Safety and Social Responsibility.
* Computer Knowledge ( Excel, Windows, POS, etc)
* Successfully completed basic food hygiene course from RWTUV in Dubai.
* Has successfully completed the course of More Refined Customer Interaction (MRCI).
* Certified PIC (Person – In – Charge) from Highfield (Middle East Asia) Valid till 8th August 2021.

HOBBIES: Reading Books, Playing Football, Playing Cricket, Listening Music, Travelling, cooking on off days for family.

LANGUAGES KNOWN:-English, Hindi, Marathi, and Konkani.

PASSPORT DETAILS:-

Issue Date: 18/06/2013

Expiry Date: 17/06/2023