Venkatesan

Venkatesan.339545@2freemail.com

***Performance Summary:* W**orking as a Restaurant Supervisor with over 9 years of experience in the area of hospitality and restaurant management. I have the ability to exercise professional judgment in dealing with guest of different nationalities and class.

A detail-oriented and resourceful individual with excellent communication and interpersonal skills, combined with an excellent understanding of complex issues. Excel at interfacing with others at all levels to ensure organizational goals are attain

Possess excellent interpersonal, analytical, and organizational skills. Excel within highly competitive environments .An effective team player with the skills necessary to direct, train, and motivate staff to its fullest potential and strive to achieve company goals.

*AREAS OF PROFESSIONAL EXPERTISE*

* Restaurant Management
* Cost Control
* Office Admin Work
* Training
* Guest Relations
* Customer Service

*EMPLOYMENT HISTORY*

* **Restaurant Supervisor:** **Ocean Basket, Dubai Airport Terminal 3** – *July* *2014 – Present,* **AL TAYER GROUP**
* **Restaurant Supervisor:** **Cosi American Chain Restaurant, Dubai Airport Terminal 3** – *Jan 2010* *–June 2014,* **Al TAYER GROUP**
* **Team Leader:** **Cosi American Chain Restaurant, Dubai Airport Terminal 3** – *Sep 2007* *–Dec 2009* **Al TAYER GROUP**
* **Food Servicing Supervisor: B&M Hot Breads** Chennai, India – *Jan2003* *–Jan 2007*

*JOB DESCRPTION*

* Opening and closing shop duties, Banking, Assigning duties to staff on shift.
* To assist in the management of the restaurant in the absence of the General manager
* Ordering stock through FMC, receiving stock, posting and negotiating with suppliers for smooth running.
* Monthly Food and Non Food inventory count
* Ensuring the systems are in place to maintain the required high standards of professionalism, cleanliness and service delivery are followed at all times
* Ensuring total guest satisfaction is achieved
* Assist in the promotion/creation of in-house sales initiatives ensuring operations contribute proactively to the overall sales function
* Ensuring all service and hospitality quality standards is adhered to on all occasions by every staff member on shift.
* Ensuring any guest issues are addressed immediately and resolved in a manner which exceeds the customer’s expectation
* Goal setting to achieve given target, daily hurdle briefing before, during and after shift with all staff on shift
* Responded to special requests from the guest in accordance to the restaurant’s policies and protocols
* Carry out additional tasks as instructed by management and Handled multi-tasking section if necessary.
* Build up and maintain good & professional relationship towards co-staff and managers.

*DUTIES*

* Greeting guests and make them feel comfortable.
* Taking beverage and food orders.
* Delivering beverages and food in a timely manner.
* Check-in with guests to ensure that everything is going well.
* Clear dirty dishes from table.
* Refilling beverages throughout the meal.
* Deliver guest’s bill and thank them for dining at the restaurant.
* Working with other servers and being a team player.

*STRENGTH*

* Self- motivated
* Upload confidentiality at all times
* Inter personal skills
* Capability to work under pressure
* Strive to always promote high quality result driven
* Ability to learn new procedures quickly
* Initiative & problem Solving ability

*CERTIFICATIONS*

* Person in Charge(PIC) Boecker Training
* Managing safely- I.O.S.H
* Basic food handling
* Fire Safety Training
* Basic First Aid & CPR

*ACHIEVEMENTS*

* Star of The month July 2008 ( Al Tayer Group)
* Famous for Friendly March 2009 ( Al Tayer Group)
* Club 101 Award September 2010 ( Al Tayer Group)

*COMPUTER SKILLS*

* Microsoft word, Excel
* Micros FOH and BOH
* FMC ( Food Material Control)
* Ability to learn new computer applications quickly and independently

*EDUCATION*

* DIPLOMA **in Hotel Management and Catering Technology**
* University: **The Oriental Industrial Institute of Hotel Management &Catering Technology**
* Year of Pass out**: 2003**

*BASIC INFORMATION*

* *Language:* English, Tamil and Hindi
* *Nationality:* Indian
* *Civil Status:* Single
* *Birthday:* June 25, 1985

*DECLARATION*

I hereby declare that the above information is true and correct to the best knowledge and belief.