### PREM

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# **CAREER OBJECTIVES**

An enthusiastic manager with drive, determination and a proven ability to ensure that a restaurant operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability in highly competitive markets whilst maintaining high standards of food and service and also present a positive and fashionable image of the business. Consistently achieve performance goals through enthusiasm, tenacity and initiative, which complement knowledge / expertise in*.*

# **EXPERTISE IN**

|  |  |
| --- | --- |
| Hospitality & Culinary Management  Front- & Back-of-House Operations  Budgeting & Cost Controls  Five-Star Dining/Menu Development   * Teambuilding/Training/Supervision   Safety/Sanitation/Quality Controls | Guest Service Excellence  Multi-outlet Operations  Strategic Marketing & Sales  Payroll/P&L Management  Profit & Growth Strategies  Vendor/Inventory Management |

# **ACHIEVEMENTS**

* **Proven record of increased sales gradually from APC 165 Omani Rials to 450 Omani Rialsin Oman**
* **Proven Record of Minimum of 18% Sales increased from 2011 – 2012, 21% from 2012 - 2013**
* **Maximum number of time Achieved 100% Score in Accuracy & Timeliness Service “Heart Beat Scores”.**
* **Implemented New Ideas & Marketing Strategy**

# **Awards & Promotions**

* **Got recognized as “Employee of the Month”**
* **“Star of the Year” in the department.**
* **Promoted as “Food & Beverage Executive”**
* **Promoted as Assistant Restaurant Manager**
* **Got Award of Excellence for Out Standing Order Taking in Oman “Chinese Cas**cade Restaurant”

# **Key skills and competencies**

* Strong motivational and influential people skills.
* Strong in analyzing training needs and managing.
* Extensive and relevant knowledge of good food and wine.
* An eye for detail and the ability to drive consistent brand standards.
* Experience of managing people and driving business performance.
* Experience of organizing private functions including parties, weddings and conference etc.,
* Expert in Ms-Office (Word, Excel & Power Point) & IDS – Point of Sales.

# **PROFESSIONAL EXPERIENCE**

# **sep 2016 – till now Hirohama india pvt. ltd chennai**

Job Title: **Manager – Food & Beverage** Reports to: **Corporate GM**

* Pre-opening team of this great project in Chennai. Successfully opened 3 F & B Outlets which includes: Kuuraku – Japanese Restaurant and Piccante – Italian Restaurant and Blue Bar.
* Directs food and beverage operations for restaurants and beverage carts.
* Directly responsible for all FOH & BOH operational costs and inventory. Hires, trains, and manages over 30 employees while maintaining a positive work environment.
* Developed service standards and training manuals for all food and beverage employees.
* Maintain exceptional levels of customer service
* Work within budgeted guidelines in relation to Food, Liquor Costs and Payroll
* Accountable for achieving budgeted revenues and profits and maintain the operational and service standards.
* Directed and maintained strategic initiatives to achieve a high level of guest satisfaction
* Develop policies relating to waste control to maintain profitable operations.
* Implemented Bento service.

# **DEC 2015 – May 2016 Intercontinental chennai mahabalipuram resort**

Job Title: **Assistant Manager – Food & Beverage** Reports to:**F & B Manager**

* **INTERCONTINENTAL CHENNAI MAHABALIPURAM RESORT**is the Luxurious brand in Intercontinental Hotels Group (IHG) with 105 rooms and 6 F & B Outlets
* It was a great opportunity to accredit with multiple tasks and several responsibilities.
  + Heading the In-Room Dining
  + In-charge of Club Intercontinental Lounge
  + Dine by design.

# **May 2015 – Aug 2015 four points by sheraton Bengaluru**

Job Title:**Venue Manager** Reports to: **GM**

* Four points by Sheraton is one of the Starwood Hotels Brand with 102 rooms and 4 F & B Outlets
* It was a great opportunity to accredit with **F & B Manager’s** roles as there was none during my tenure.
  + The Eatery – Coffee shop – 108overs
  + The Best Brew – Bar – 29 Covers
  + Banquets – 2 Halls (Kanishka&Kalinga)
* Direct accountability of Food and beverage presentation and specifications, overall set-up for all company events.Promoted hotel accommodations and facilities.
* Conducted departmental meeting pre-shift and prior to events to communicate pertinent changes and direct staff accordingly.

# **sep 2010 – Mar 2015** **crowne Plaza Bengaluru**

Job Title: **Assistant Restaurant Manager** Reports to:**Director of F & B**

Assistant Restaurant Manager,2014

Food &BeverageExecutive,2012

*Outcomes:*

* Heading the outlet of In Room Dining with room inventory of 282 in total and 264 in operation. Also worked in **24@43** (Coffee shop), **Aloro**(Italian specialty restaurant) and **Burgundy** (Grilled steak House) and assisting the Banquets with all major MICE events and Social Events like wedding, Family day events.
* Advanced through promotions, culminating in present oversight of INR 1.7c in In-Room Dining service and packed lunch operations and assisting to achieve F&B department target.
* Achieved record profitability of In Room Dining service and Packed Orders operations 21% for the past three years. Cut food and labor costs by 15.38% while increasing sales, food/service quality and guest satisfaction.
* Out of 8 outlets In room Dining is 4th revenue contributing outlet consistently for last 3 years.
* Restored net profitability to In Room dining as an assistant restaurant manager, propelling a minimum average of 52% margin swing (from 32% to 70%) efforts resulted in achieving GOP every year and maintained food cost and Beverage cost no more than 19% and 15% respectively.
* Redesigned menus and dining room layout; renegotiated terms with vendors/suppliers; halted rampant waste; and cooperative team committed to premium guest service and optimum profitability.
* Recognized for leadership excellence through “Manager of the Year” honors (out of all leaders in hotel).
* A strict disciplinarian over brand standards, hotel policies and SOP.
* Delight the guest through consistent and personalized service keeping individual preferences in mind, also co-ordinate with other department to meet their requests.
* Ensure that staff is aware of the relevance and importance of their activities and how they contribute to the department objectives detailed in the F&B department.
* A strong emphasis on team building and creating a healthy work environment by motivating staff, guiding them as they work and lead them by examples.
* Prepare internal and external log report for outlet and management respectively.
* Updating monthly revenue report for internal and management information. Do Quarterly Menu Engineering, Monthly Manager’s Reports, KPO etc.,
* Maintain the data of corporate record for evaluation & for forecasting the future budget.

# **May 2006 – jun 2010** **THE Raintree HOTELS CHENNAI**

Job Title: **F & B Supervisor ( Maitre’d )**

* Worked in various F & B Outlets Lemon grass (Chinese Specialty Restaurant), Rainbow (coffee shop) and Banquets, up to 2500 pax Scope International – in Chennai trade center.
* Assuming manager’s responsibilities in his absence
* Developing and ensuring a working culture in accordance with the ISO and SOPs
* Supervising sales for the Food and Beverage to meet budget sales targets with required Average per Check (APC)
* Ensure proper execution of all banquet functions.
* Allocation of duties to the staff, providing necessary trainings for them and conducting weekly training
* Responsible for inventory control and their allocation and utilization at the stations

# **Apr 2002 to Jan 2006 The Chinese Cascade Oman**

Job Title: **Senior Waiter cum Restaurant In charge**

* Proven record of increased sales gradually from 165 Omani Rials to 450 Omani Rials
* To maintain Three ‘Q’s Quality, Quantity & Quick service
* Maintain restaurant ambience at any given point of time with highest level of hygiene
* Control on indents for kitchen and service and performing inventory checks on regular basis for restaurant
* Responsible for training staff with International Service Standards
* Acclimatizing overseas staff to the local conditions and imparting elementary Arabic
* Keep record of staff details like staff’s Visa, Ticket, Annual Leave, Labour card, health card etc.

# **Aug 1998 to Apr 2002 GRT GRAND Hotel Chennai**

Job Title: **Senior Waiter**

* Business Centre’s facility management with regular involvement with customers, and in-house engineering and housekeeping departments
* Assist the Restaurant In charge in smooth operations of the restaurant
* Credit control and in-charge of Food and Beverage sales
* Inventory management, allocation and maintenance of equipment.

# **Aug 97 TO Jun 1998 Chola Sheraton Chennai**

*Job Title:* **Asst. Waiter**

* Comprehensive exposures in Banquets and various Specialty Restaurants such as Indian, North east frontier & Chinese etc*.*

# **1997 TO 1997 Taj Residency Ernakkulam**

**Summer Training**

* Responsible for catering at the Floatels, TajErnakkulam

# **EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Name of university / School** | **Study** | **Place** |
| 1998 – 2001 | University of Madras | B.B.A | Chennai |
| 1996 – 1997 | State Institute of Hotel Management and Catering Technology (SIHMCT) – formerly known as (FCI) | Food &Beverage Service | Trichy |
| 1995 – 1996 | Sri Venkateswara Matriculation Higher SecSchool. | +2 | Thanjavur |

# **PERSONAL DETAILS**

Gender: Male

Nationality: Indian

Interest: Learning New Languages, Computer, Chess &Carrom.

Languages Known: Fluent in Arabic, English, Tamil,Saurastra, Hindi, kanada and Malayalam.

**Declaration:**

I hereby state that the above mentioned particulars are true and valid to my complete knowledge.

***Date:***