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| **Summary**  With over 10 years of experience providing ample & timely management for optimum customer fulfillment & having effective communication skills and managerial capabilities. Learn and apply the organizational skills, expertise and corporate culture to development a successful career in hospitality operations and management. |

**Sharma**

***Manager*** *(Food & Beverage / Family Entertainment)*

[***Sharma.345105@2freemail.com***](mailto:Sharma.345105@2freemail.com)

**Achievements**

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| * Part of 4 Starbucks café’ Opening team |
| * Successfully opened RoRo Grill Steak house from the scratch |
| * Opened three coffee shop while working with Ramee Group |
| * Positively opened Japengo Café’ Dubai Mall |
| * Planned & systematized the whole New year eve event in Japengo Dubai Mall |
| * Systematized & controlled 4 VVIP catering party in Palm Jumeirah. |
| * Was part of the opening team of Ramee Rose Hotel and Rock Bottom café’ |
| * Training planned and implemented for the whole Chuck E. Cheese team. |
| * Magnificently opened & operated 24000 ft² Family Entertainment business |

**Experience**

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| |  | | --- | | Address | | Dubai, United Arab Emirates | |  | |  | |  | |  | |  | |  | |  | | Marital status | | Married | |  | | Date of birth | | 1987-05-04 | |  | | Nationality | | Indian | |  | |  | |  | |  | |  | |  | |  | | **Languages** | | English | | Hindi | | Urdu | |  |   **Personal Info**   |  |  | | --- | --- | | **2015 – 11**  **Chuckpresent** | Multi-Unit Manager*Chuck E. Cheese - Magnolia restaurant Management llc* Managing family entertainment entities & consistently promoting and encouraging an enthusiastic experience for all the areas of ChuckE.Cheese. Improved patron satisfaction while diplomatically increased revenue by adding an extra wave & reduced ticket per play. Improved guest relations through a concierge approach based on personal research and experience. Managing staff & the visitors’ during heavy rush. Developed & monitored budgets, ensuring expenses remained in line with revenue projections.   * Prepared executive presentation for outdoor events. * Created & Implemented Loss & Prevention polices/ procedures. * Champion in cost of sales. * Developed cash register lab for staff training prior to placing employees on frontline. * Designed new scheduling system for staff placement by location. * Refocused management team mind-set on reducing operating expenses. | | **2012 – 03 -**  **Jap2015 - 10** | Multi-Unit Manager*Japengo Café’ – Bin Hendi Enterprises ltd.*  Led all area of operation including the development of staff, sales & profits for assigned area. Initiated and managed event planning and kitchen operation, menu engineering and updating.   * Managed a team of 110 to 120. * Developed policies relating to waste control to maintain profitability. * Developed service standards & training manuals for all food & beverage employees. * Successfully organized and managed a operation on New year eve in Dubai mall – & increased revenue by 20 to 25% on each year (2012 to 2014) * Monitored all operation of venue & ensured efficiency. * Manpower strategic planning for areas to include staffing development & management of all store level personal. | | **2009 – 12 -**  **RORO2012 – 02** | Restaurant Catering Manager – Opening team*RoRo Grill Steakhouse - Ramee Group of Hotels & Resort* Played a key role in start-up of a new casual dining establishment. Oversaw general maintenance, daily operation & new materiel selection. Conceptualized & created the restaurant menu & recruited a team of FOH & BOH.  Made manuals, created a training plan and implemented it. Managed all FOH & BOH operation & on/off Premise activities.  Catering – In control of all aspects of the catering operation, including stock ordering, menu consultation, food presentation, forward planning, arranging all the needed equipment’s & kitchen cleanliness.   * Directing & managing all staff in FOH & BOH. * Overseeing a team of 40 employees. | | **2006 – 12 -**  **Star2009 – 11** | Store Manager*Starbucks Coffee – M.H Alshaya llc* Setting goals for the work group, developing organizational capabilities. Developing strategic & operational plans for the work group, managing executions & measuring results. Providing functional expertise & executing functional responsibilities. Using all operational tools to plan for and achieve operational excellence in the store. Generating weekly, monthly & quarterly reports, and managing cash & Inventories. | |  | | | Education | | | **2004 – 06 -**  **2007 – 07** | Delhi University*Bachelors in Arts* | |  |  | | **2005 – 07 -**  **2006 – 08** | Frankfinn Institute*Hospitality Management* | |  | | | Licenses | | | **2024 – 09** | UAE driving licenses | | References | | |  | Available on request | |  |  | |  |  |  |  | | --- | | **Skills** | | Food & Beverage | | Operation Management | | Advance MS office | | Coaching | | New Openings | | Catering Management | | Exceptional customer service | | Sales driven | | Strategic planning | | Team building | | Cost reduction & containment | | Process improvement | | Procedure development | | Catering management | | Event Planning | | Menu engineering | | Projection | | Quality assurance | |  | |  | |  | |