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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***

 **Achievements**

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| * Part of 4 Starbucks café’ Opening team
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| * Successfully opened RoRo Grill Steak house from the scratch
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| * Opened three coffee shop while working with Ramee Group
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| * 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
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 **Experience**

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| Address |
| Dubai, United Arab Emirates  |
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| Marital status |
| Married |
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| Date of birth |
| 1987-05-04 |
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| Nationality  |
| Indian |
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| **Languages** |
| English  |
| Hindi |
| Urdu |
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**Personal Info**

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| **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.  |
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|  Education |
| **2004 – 06 -** **2007 – 07** | Delhi University *Bachelors in Arts* |
|  |  |
| **2005 – 07 -** **2006 – 08** | Frankfinn Institute *Hospitality Management*  |
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|  Licenses |
| **2024 – 09** | UAE driving licenses |
|  References |
|  | Available on request |
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| **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  |
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