**AMARJEET**

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| **FOOD & BEVERAGE MANAGER**  |
| A Top notched, energetic, and driven Food & Beverage manager with a real passion for delivering a first rate service to guests and maintaining excellent relationships with them to encourage repeat business. Having a proven track record of running successful operations that nurture and grow the business, minimize costs whilst at the same time maximizing profits. Possessing the experience and initiative to further bolster the food & beverage reputation and commercial success. Helmed medium to large sized teams with varied cultural, lingual and professional backgrounds. Overseeing Inter Outlet Food Quality Audits & assessments. Calm nature with a focus on providing excellent customer services to retain business and satisfy regular customers. Proficient in Hindi, English, Gujarati, and Punjabi gives an edge to handle different communities of people. Possess valid UAE driving license. |
|  |  | AREAS OF EXPERTISE |  |

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| * ***Customer focus***
 | * ***Food & Beverages***
 | * ***Relationship Development***
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| * ***Decision making***
 | * ***Quality Assurance***
 | * ***Strategic Planning***
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| * ***Service Management***
 | * ***Operation Management***
 | * ***Process Improvement***
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| * ***Revenue Forecasting***
 | * ***Menu Engineering***
 | * ***Culinary Skills***
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|  |  |  SYNOPSIS |  |

* A result oriented professional with over 15 years of experience, including a decade in UAE, in Hospitality Industry
* Effectively handled a myriad of day-to-day functions for the entire Food and Beverage to include restaurant, night club, lounge, kitchen, room service and banquets
* Result driven with extensive Corporate Training experience and solid expertise in the areas of restaurant management, hospitality, scheduling and conflict management
* Deft in brand promotion,  competition research, business development, and identifying target customers to an active supervision of every part of the restaurant operations including service level, menu quality, staffing and financial aspects
* Recognized as the only team member to bag Gold Level under S.T.A.R.S (Special Thanks & Recognition System) & Silver Star under STARS for 2 consecutive years
* Won Whats On Awards for Qureshis Kebab & Kurry in 2009 as a finalist in Indian/Pakistani Restaurant category all over Dubai
* Played key role in improving customer experience through the following tactics: mentoring, directing, supervising overall functions and staff of F&B operation, handling top-notch professional support services and providing personal interaction
* Fostered a teamwork / open-door environment conducive to positive dialogue across the organization
* Proficient in setting and monitoring key performance indicators (KPI) used to measure performance of identified projects and then measure performance with these KPIs
* A core team member of the Hospitality Foundation Module, involved in highlighting grooming, telephone etiquette, guest relations & guest contacts, handling guest complaints and situation. A key member of the Community Development Action Group of Taj Residency, Nasik
* Formulated & instituted strategic business plans reflecting short-and long-ranged visions through implementation of necessary changes to operations including holding staff members accountable for their performance

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|  |  | CAREER PROGRESSION |  |



**Cluster Food and Beverage Manager Jul 2016 to Present**

***Raintree Hotels, Dubai, UAE***

*Spearheading a team of 50 staff members, hired to manage F & B Operations of Two properties - One in Deira & One in Bur Dubai. Involved in operations, Admin, marketing, planning and, staffing areas*

* Organized sales promotion activities to build-up strong customer relationship with the existing clients & introduce them to prospective customer to tap greater market / business volumes
* Maintained positive client and guest relations. Responded to client requests and ensured alignment to company standards. Investigated and followed through on client and guest complaints
* Liaise with the Executive Chef on menu engineering and portion control, ensuring the highest food standard is achieved whilst selling at the correct prices
* Ensure high quality services, resulting in guest delight & optimum resource utilization for maximum service quality
* Drive corporate or Hotel specific programs that affect guest satisfaction and profitability in the outlets



**Food and Beverage Manager Dec 2015 to Jun 2016**

***Suba Hotel, Dubai, UAE***

*Challenged to prepare short and long term planning and the management of the food & beverage operations in the front and back of house to achieve customer satisfaction and quality service while meeting / exceeding financial goals. Responsible for managing and achieving profit and quality for all food & beverage operations in the hotel*

* Developed and implemented Food and Beverage promotions, strategies and special events in conjunction with the Executive Chef and the Director of Sales and Marketing
* Led and mentored the performance of the team to ensure efficiency in process operations & meeting of individual & group targets
* Coordinated the upkeep and cleanliness of all outlets by liaising with Housekeeping and Maintenance
* Provided maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly.
* Actively involved in cost management in terms of F&B stock, manpower cost, and operational cost. Keep abreast with new F&B products and concepts to maintain niche and competitiveness
* Maintained, developed and improved image of all the F&B outlets in terms of customer service, quality of food & beverage and dining ambience

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 **Food and Beverage Manager Jan 2012 to Dec 2015**

***Lotus Hotel, Dubai, UAE***

*Recruited to develop and implement procedures, control systems for maintaining quality & hygiene quality standards for streamlining processes and generating cost savings in operations*

* Directed and managed all F&B operations at the unit, ensuring quality standards are maintained in terms of product, service, safety and sanitation. Implemented and maintained a service and management philosophy that served as a guide to respective associates
* Responsible for all scheduling, training and development of associates. Maintained all policy standards, culture of accountability and responsibility, and holds individuals accountable for such
* Monitored banquet reservations and coordinating with guests for resolving their concerns. Managed the operations schedules with constant tie-ups with major corporate

**Previously held positions**

**Assistant Food and Beverages Manager**, *The Country Club Hotel, Dubai, UAE* **May 2008 –Dec 2011**

**Assistant Banquet Manager**, *Chelsea Hotel, Dubai, UAE* **Aug 2006 –Apr 2008**

**Assistant Restaurant Manager**, *Taj Residency, Nashik, India* **Apr 2005 – Jul 2006**

**Catering Assistant**, *Taj residency, Nashik, India* **Nov 2000 –Mar 2005**

**Steward**, *Patang Restaurant, Radisson Group of Hotels, Ahmedabad, India* **Jan 2000 – Jul 2000**

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|  |  | TRAINING & DEVELOPMENT |  |

* Attended classes for Tata Code of Conduct from Taj Residency Nashik
* Successfully accomplished 6 months Industrial Exposure training at Holiday Inn, Surat

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|  |  | EDUCATION & CREDENTIALS |  |

**Bachelors,** Hotel Management 1999

*T. John Institute of Hotel Management & Catering Technology, Bangalore, India*