Mohammad

***Mohammad.359200@2freemail.com***

***Mohammad***

*Dear Sir/Madam,*

*Over the course of 22 years, I have built a successful career in Food and Beverage. I believe that the knowledge and skills I have developed during that time would serve me well in transitioning to the role in your establishment.*

*In the course of my career, I've developed a number of important skills that will help me succeed in this new role. I am a proven leader with a strong record of exceeding goals and expectations, and special expertise in Planning, Organizing, Leading and Controlling.*

*My experience in pre-opening and educational background have prepared me for this career move and some key proficiencies I can bring to this role are:*

* *Food and Beverage management*
* *Marketing and Strategic Management*
* *Organization Behavior*
* *Organization and Business Management*
* *Yield Management*
* *All day dining, fine dining, MICE and Banqueting*
* *Financial Management, Inventory control and Profit and loss*
* *HALAL, HACCP and ISO 9001, 14001 & 18001*
* *Risk management*

*My attached resume further highlights the attributes that I would bring to this position. I am confident that I can make an immediate positive contribution and help establishment achieve its organizational goals. Thank you for your time and consideration. I am looking forward to communicate further regards of applied position.*

*Sincerely,*

*Mohammad*

***ACCOMPLISHMENT***

***EVENT EXECUTED***

* ***NATIONAL KING PALACE*** *(National Provincial Award)*
* ***CAPAM*** [*(Commonwealth Association for Public Administration and Management)*](https://www.capam.org/)
* ***ABPBH*** *(Anugerah Bintang popular Berita Harian)*
* ***AIPM*** *(Anugerah Inovasi Perdana Menteri)*
* ***AICC*** *(International Anti-Corruption Conference)*
* ***NIOSH*** *Conference* [*(National Institute of Occupational Safety and Health)*](http://www.niosh.com.my/)
* *Asia Pacific Global Leadership Award*
* *Secretary week with Indonesian singer such as Kris Dayanti and Afgan*
* *Feast of Malaysia festival*
* *Multi-Level Marketing Conference*
* *Thematic Wedding*
* *University & College Convocation*
* *Visit of Emomali Rahmon (President Tajikistan)*
* *REDBULL Air Race and Food & Beverage outlet at Royal Floria Putrajaya and Putrajaya Bird Festival*
* *Royalty and Ministry Meeting, Conference, and Banqueting.*

***PROFESSIONAL SUMMARY***

*Completing MBA with 22 years experiences in Food and Beverage. Completed career- path program to obtain a job within my preferred field that will challenge and consent myself to use skills, past experiences and education in a way that is mutually beneficial to employer as well allow for future growth and advancement.*

*With results focused management professional offering more than 15 years of progressive leadership experiences. Transforms potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success. Management professional versed in all aspects of operations management, from scheduling and finance to production and marketing.*

*Possesses good communications, organizational and presentation capabilities. Exceptional Operations focused on Banqueting and multiple outlets. Managed costs without compromise the quality of products and services. Multi culture environment and reliable team player that committed to building high performing teams that aim for the best.*

***CERTIFICATIONS***

*Completing Executive Master in Business Administration Executive Diploma in Business Management*

*HACCP for Manager step 3 conducted by ANSI USA IN 2016.*

*Sommelier course by Court of Master Sommelier UK in 2008 which held in Singapore.*

*Wine & Spirit Education Trust intermediate level (WSET UK) in 2007.*

***SKILLS***

*Service Orientation - Actively looking for ways to help people and improved quality of service. Coordination - Adjusting actions in relation to others' actions.*

*Speaking - Talking to others to convey information effectively.*

*Critical Thinking - Using logic and reasoning to identify the SWOT of alternative solutions, conclusions or approaches to problems.*

*Controlling - Monitoring/Assessing performance to make improvements or take corrective action. Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do. Time Management - Managing one's own time and the time of others.*

*Management of Personnel Resources - Motivating, developing, and directing people as they work and identifying the best people for the job.*

*Active Listening and learning - Giving full attention to what other people thought and understanding the implications of new information for both current and future problem solving and decision-making. Persuasion - Persuading others to change their minds or behavior.*

*Operations Analysis - Analyzing needs and product requirements to create a design.*

*Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose. Negotiation - Involve others together to reconcile differences.*

*Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.*

*Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.*

*Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.*

*Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures.*

*Systems Evaluation - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.*

*Quality Control Analysis - Conducting tests and inspections of products, services, or processes to evaluate quality or performance.*

***WORK HISTORY***

***PUTRAJAYA INTERNATIONAL CONVENTION CENTRE, PUTRAJAYA MALAYSIA***

*September 2013 to current*

*Assistant Food & Beverage Manager*

*MICE, Banqueting, Restaurant and Outside Catering Services*

***RESPONSIBILITIES***

* *Leading and supervised F&B team of 3 Managers, 2 Executive and 68 associates.*
* *Primary coordinator of food and beverage budgeting, hiring, training, orientations and creating team environment and supervision of associates.*
* *Oversee the operation of the following facilities and functions of Restaurant, banquet areas and Outside Catering Service events.*
* *Motivate associate to understand and execute to those expectations.*
* *Report to the GM and lead a team comprised of the F&B team and culinary team.*
* *Develop interesting and innovative ways of promotions and activities; use relevant*

*marketing techniques to drive food and beverage operations.*

* *Work closely with marketing to plan the events calendar and promotional events.*
* *Researches new products and develops an analysis of the cost and profit benefits.*
* *Review new techniques for food preparation and presentation in a manner and variety that maximizes guest satisfaction and minimizes food costs.*
* *Have a strong sense of urgency and responsiveness, while also maintaining quality and Integrity of the plan.*
* *Recommend, monitor and manage policies, operating procedures and staffing for all food and Beverage operations.*
* *Ensure operations compliance with QHSE (Quality Health Safety Environment).*
* *Maintains appearance, upkeep and cleanliness of all food and beverage equipment and Facilities.*
* *Monitors employee dress codes according to policies and procedures.*
* *Maintains records of daily business volumes.*
* *Complete periodic inventories.*
* *Purposed design of all food and beverage and banquet menu with Executive Chef.*
* *Establishes and maintains professional business relations with supplier.*
* *Recommends to the General Manager operating hours for all food and beverage outlets according to demand.*
* *Improving all aspects of the operation on a daily basis.*
* *Responsible for all areas of the food & beverage operations to Ensure customers are provided with outstanding service.*
* *Ensure outlets operation according to policy.*
* *Responsible for ordering supplies, and inventory control and establishing relationship with Suppliers ensuring the business receives competitive terms.*
* *Responsible to assist in development menu planning.*
* *Provides leadership and guidance to all team members.*
* *Ensure proper cash management controls according to policy.*
* *Ensure the food & beverage operations are properly staffed with trained competent individuals.*
* *Ensure waste is minimized and properly recorded.*
* *HACCP & ISO committee*

*-HALAL committee*

*- Risk Management committee*

***EVENT EXECUTED***

* ***NATIONAL KING PALACE*** *(National Provincial Award)*
* ***CAPAM*** [*(Commonwealth Association for Public Administration and Management)*](https://www.capam.org/)
* ***ABPBH*** *(Anugerah Bintang popular Berita Harian)*
* ***AIPM*** *(Anugerah Inovasi Perdana Menteri)*
* ***AICC*** *(International Anti-Corruption Conference)*
* ***NIOSH*** *Conference* [*(National Institute of Occupational Safety and Health)*](http://www.niosh.com.my/)
* *Asia Pacific Global Leadership Award*
* *Secretary week with Kris Dayanti and Afgan*
* *Feast of Malaysia festival*
* *Multi-Level Marketing Conference*
* *Thematic Wedding*
* *University & College Convocation*
* *Visit of Emomali Rahmon (President Tajikistan)*
* *REDBULL Air Race and Food & Beverage outlet at Royal Floria Putrajaya and Putrajaya Bird Festival*
* *Royalty and Ministry Meeting, Conference, and Banqueting.*

***TRAINING ATTENDED***

* *Quantum sales champion stage 2*
* *Effective proposal writing skills*
* *Developing the powerful brand image of the hospitality standard*
* *Human resource for non-human resource*
* *Safe food and hygiene standard*
* *HACCP Management Level 3*
* *ISO 9001(QMS)*
* *ISO 14001 (EMS)*
* *ISO 18001 (OSHAS)*
* *Power of One*

***TANJUNG RHU RESORT, LANGKAWI MALAYSIA***

*December 2012 until September 2013 Restaurant Operations Manager*

*Sands Restaurant, Room Service, Mini Bar, Sands Pool, Indoor and Outdoor Events. Members of SOMLAY (Sommelier Association of Malaysia).*

***RESPONSIBILITIES***

* + *Develop & Maintain the Highest Standard of Quality as Related To Presentation, Supervision*
		- *Control Of Food & Beverages According To SEPP.*
* *Correct Sequence of Service According To SEPP Requirement to Provide Courteous & Efficient Service to All Guest According To Standard Requirements.*
* *Provides Internal And External Diners Seamless Experience.*
* *Efficiencies and Consistency of Outlet Operations.*
* *Internship Student Trainer.*
* *Staff Schedule for Appropriate Service While Controlling Labour Cost.*
* *Marketing Plan for Outlets Promotion.*
* *Business performance of the restaurant.*
* *Analyze and plan restaurant sales levels and profitability.*
* *Organize marketing activities, such as promotional events and discount schemes.*
* *Prepare reports at the end of the shift/week, including staff control, food control and sales.*
* *Create and execute plans for department sales, profit and staff development.*
* *Set budgets or agree them with senior management.*
* *Plan and coordinate menus.*
* *Coordinate the operation of the restaurant during scheduled shifts.*
* *Recruit, train, manage and motivate staff.*
* *Respond to customer queries and complaints.*
* *Meet and greet customers, organize table reservations and offer advice about menu and wine choices.*
* *Maintain high standards of quality control, hygiene, and health and safety.*
* *Check stock par levels.*
* *Lay Out Goals & Develop Strategies in the Direction of Accomplish Said Goals.*
* *Managed Standard, Performance, and Employee’s Conduct & Sanitation according To Hygiene Policies.*
* *Control Breakages and Waste Factor at a Minimal Level by Follow Decoy System & Daily Forecast.*
* *Managing Outlet Requisition & Purchase to Ensure Availability of the Products Whilst Managing Cost.*
* *Filling & Storage System.*
* *Provide Report Of Monthly Outlets Profit & Loss.*
* *Preparing Outlet Forecast.*
* *Analyst Menu Engineering.*

***EVENT EXECUTED***

* *New Year Gala Dinner on the Beach.*
* *Private Wedding Ceremony and Dinner on the Beach.*
* *SIDC (Securities Industry Development Corporation) Events.*
* *Nestle Marketing Division Events.*
* *Owner’s events (Sultan Abdul Halim College Reunion).*

***TRAINING ATTENDED***

* *Grooming etiquettes & effective communication skills by Signforce in Collaboration with MAS.*
* *Food Handlers training course By Ministry of Health Malaysia*

***SHERATON LANGKAWI BEACH RESORT, LANGKAWI MALAYSIA***

*March 2011 until December 2012.*

*Venue Operations Manager.*

*Feast Restaurant, Room Service, Mini Bar, Pool Bar & Lobby Lounge.*

*Members of SOMLAY (Sommelier Association of Malaysia).*

***RESPONSIBILITIES***

* *Develop & Maintain the Highest Standard of Quality as Related To Presentation, Supervision*
	+ *Control Of Food & Beverages & Starwood Wines Program.*
* *Ensure Correct Sequence of Service Accordance to SOP to Provide Courteous & Efficient Service to All Guest According To LRA Standard Requirements.*
* *Maintaining Outlet Cost At As Month To Date Budgeted (Food At 30% & Beverage At 18%).*
* *Train the trainer and establishment Wine trainer.*
* *Staff Schedule, Which Allow For Appropriate Service While Controlling Labour Cost.*
* *Marketing Plan for Outlets Promotion.*
* *Ensure Star Voice And KPI Attainable.*
* *Able To Lay Out Goals & Develop Strategies In The Direction Of Accomplish Said Goals.*
* *Control Standard, Performance, and Employee’s Conduct & Sanitation according To Policies.*
* *Control Breakages and Waste Factor at a Minimal Level by Follow Decoy System & Daily Forecast.*
* *Managing Outlet Requisition & Purchasing To Ensure Availability of the Products.*
* *Filling & Storage System.*
* *Efficiencies and Consistency of Outlet Operations.*
* *Provide Report Of Monthly Outlets Profit & Loss.*
* *Preparing Outlet Forecast.*
* *Analyst Menu Engineering.*
* *Department Champion of SCE Project to Improved Guest Experiences.*

***EVENT EXECUTED***

* *Chief of Air Force Gala Dinner during LIMA 2011.*
* *Deputy Prime Minister Gala Dinner during LIMA 2011.*
* *Chief of Navy Private Launching During LIMA 2011.*
* *New Year Gala Dinner.*

***TRAINING ATTENDED***

* *Building World Class Brand (BWCB Module 3).*
* *First Aids & CPR Refresher.*
* *Chemical Safety by Ecolab.*
* *Grooming Etiquettes & Effective Communication Skills by Tourism Malaysia.*
* *Food Safety & Hygiene by Ministry Of Health.*
* *HIMS (Hotel Incident Management Structure) By Steve Macfarlane (Starwood Security Auditor).*
* *Food Handlers Training Course By Ministry Of Health Malaysia.*
* *Emergency Respond Procedure by ASEC (Academy of Safety & Emergency Care).*

***PRE-OPENING THE DANNA, LANGKAWI MALAYSIA***

*May 2010 until March 2011 Outlets Manager.*

*Planters Restaurant, Courtyard, Room Service, Mini Bar and Infinity Pool. Members of SOMLAY (Sommelier Association of Malaysia).*

***RESPONSIBILITIES***

* *Develop & Maintain the Highest Standard of Quality as Related To Presentation, Supervision*
	+ *Control Of Outlet Food & Beverages & Wines.*
* *Wine List Layout & Selections, Worked Closely With importer Supplier.*
* *Ensure Sequence Of Service Accordance To SOP To Provide Courteous & Efficient Service.*
* *Food and Beverage train the trainer*
* *Staff Schedule, Which Allow For Appropriate Service While Controlling Labor Cost.*
* *Planning, Organizing, Leading and Controlling outlet promotion goal.*
* *Control Standard, Performance, Employee’s Conduct and Sanitation according to the Policies.*
* *Control breakages by implemented uncompromising decoy system.*
* *Managing outlets requisition & purchasing to ensure availability of the products.*
* *Menu Recipes for POS System.*
* *Formation for Restaurant, Room Service & Mini bar operations.*
* *Uphold consistency of Room Service & Mini Bar operations.*
* *Provide report of monthly outlets profit & loss.*
* *Analyst monthly menu engineering.*

***EVENT EXECUTED***

* *Tan Sri Syed Bukhari Private Dinner with Tun Mahathir and Prime Minister.*
* *Tan Sri Syed Bukhari Private Dinner with Russian Ambassador.*
* *Tun Mahathir Families Private events.*
* *Seven Courses New Year Gala Dinner.*
* *Krug Grand Cuvee Champagne Events.*

***TRAINING ATTENDED***

* *Customer Intimacy by Global Advantage Consultancy.*
* *Key Performance Index by Global Advantage Consultancy.*
* *Managerial Skills by Malaysian Association of Hotel Technology.*

***SHERATON LANGKAWI BEACH RESORT, LANGKAWI MALAYSIA***

*November 2008 until May 2010*

*Outlets Manager.*

*Captain Grill & Lobby Lounge.*

*Members of SOMLAY (Sommelier Association of Malaysia).*

***RESPONSIBILITIES***

* *Develop & maintain the highest standard of quality as relate to presentation, supervision*
	+ *control of Food & Beverages & Wines.*
* *Ensure the correct sequence of service accordance to sop to provide courteous & efficient service to all guest.*
* *Maintained outlet cost & capture rate as budgeted.*
* *Food and Beverage train the trainer.*
* *Lobby Lounge Beverage presentation & promotions.*
* *Staff schedule whilst controlling labour cost.*
* *Marketing plan for outlets promotions.*
* *ensure KPI & star voice achievable.*
* *Lay out goals & develop strategies to accomplish said goals.*
* *Supervision of standard, performance, employee’s conduct & sanitation according to the policies.*
* *Control breakages or waste factor at a minimal level.*
* *Managed outlet requisition & purchasing to ensure availability of the products.*
* *Filling & storage system.*
* *Maintaining consistency of outlet operations.*
* *Evaluated monthly outlets profit & loss report.*
* *Menu engineering.*
* *Ideas & creativity.*

***EVENT EXECUTED***

* *Tulloch Wine Dinner*
* *Tan Sri Ting Phek Khing & Tun Mahathir Private Dinner at Captain Grill.*
* *Theme & Private Beach Dinner.*
* *New Year Gala Dinner at Captain Grill & Pool Side.*
* *Chief of Air Force Gala Dinner during LIMA 2009.*
* *Deputy Prime Minister Gala Dinner during LIMA 2009.*
* *Chief of Navy Private Launching During LIMA 2009.*
* *New Year Gala Dinner.*

***TRAINING ATTENDED***

* *Building World Class Brand (BWCB Module 1 & 2).*
* *Management Team Building by Starwood Hotels & Resort.*
* *First Aids & CPR.*
* *Safe Step by Ecolab.*
* *Finance for Non Finance by Starwood Hotels & Resort.*
* *Effective Forecasting by Starwood Hotels & Resort.*

***PRE-OPENING HILTON, KUALA LUMPUR MALAYSIA***

*September 2004 until November 2008.*

*Last Position - Team Leader (Sommelier) Since January 2006 until November 2008.*

*First Position – Team Leader (MAGIC) Since September 2004 until January 2006.*

***RESPONSIBILITIES***

* *Maintain the highest standard of quality as relate to presentation & control of Beverages & Wines.*
* *Ensure the Correct Sequence of Service beyond Expectations Is done in order to provide courteous & efficient service to all guest.*
* *Develop & maintain an elegantly appointment environment.*
* *Possess a Management ability that ensure a successful handling of operations.*
* *Anticipate in advance all material & supplier & assure their availability.*
* *Prepare Staff schedule, which allow for appropriate service while controlling Labour Cost & Overtime.*
* *Maintain daily communication log for effective communications or follow up.*
* *Ability to handle properly in any hotel emergency or safety situation.*
* *Able to lay out goals & develop strategies to accomplish said goals.*
* *Ability to control standard, performance, employee’s conduct & sanitation according to the hotel policies.*
* *Monthly wines promotions.*
* *Wine Market list, filling, transferring & storage system (wine store).*

***EVENT EXECUTED***

* *Stephnie Reez Gala dinner (Night at the Opera & Soul of the World).*
* *Hilton Middle East & Asia Pacific General Manager Conference.*
* *Wine dinner events Such as GAJA, Elderton, Tinto Pesquera, Gosset, Henschke, Château Le pin & Château Mouton Rothschild.*
* *Sommelier round table series (French 5 Great Chateau).*
* *F1 Gala Dinner for 2008 Races.*

***TRAINING ATTENDED***

* *Food & Beverage safety Management system & food handling training.*
* *Claviga up selling skill.*
* *First Aids, CPR & emergency evacuation procedure.*
* *License to review & hire.*
* *Wine & Spirit Education Trust intermediate level (WSET UK).*
* *Court of Master Sommelier level 1 (CMS).*

***CYBERVIEW LODGE RESORT & SPA, CYBERJAYA MALAYSIA***

*October 2001 until August 2004.*

*Food & Beverage Supervisor.*

*All Day Dining Restaurant, Lounge & Room Service.*

***RESPONSIBILITIES***

* *Ensure overall outlets function run smoothly.*
* *Up hold entire restaurant cleanliness & hygiene procedure.*
* *Reservation & events order up-dated & follow-up.*
* *Weekly schedule & monthly staff payroll to finance.*
* *Planning & controlling staff overtime & casual labour.*
* *Staff training (related food & beverage promotions).*
* *Up-dated staff leave & medical record to human resource.*
* *Attend monthly profit & loss meeting.*
* *Restaurants competitor analysis (MINES properties).*
* *Monthly menu engineering.*
* *Analyst daily revenue to ensure capture rate achievable.*
* *Service sequence training to ensure exceed standard requirement.*
* *Standard operation procedure training for new team members.*
* *Daily food & beverage co-ordination briefing.*
* *Room service operations and control standard of room amenities.*
* *Control of monthly outlet store requisition & purchasing.*
* *manage beverages requisition & monthly stock inventory.*
* *conduct breakages awareness program by ensure decoy system been followed.*
* *Filling system.*

***EVENT EXECUTED***

* *Tan Sri Abdul Halim events in collaborations with multimedia super corridor*
* *IAP (international advisory panel meeting).*
* *Formula 1 Gala dinner.*
* *Disney on ice.*
* *flying Lotah’s event.*
* *Cyberjaya 5th anniversary (outdoor regenerate party).*
* *Prime minister department private lunch at Bistro Cascata.*

***TRAINING ATTENDED***

* *Professional up-selling skill conducted by Malaysian association of hotel*
* *Couching & counselling conducted by al solution consultancy*
* *Train the trainer conducted by al solution consultancy*
* *Sharpen supervisory skill conducted by al solution consultancy*

***PRE-OPENING RITZ-CARLTON HOTEL, KUALA LUMPUR***

*November 1997 until September 2001.*

*Food & Beverage Captain.*

*Cesar’s Restaurant, Room Service and Mini Bar.*

***RESPONSIBILITIES***

* *Duties at Cesar’s Restaurant, Room service and Minibar.*
* *Staff schedule & monthly payroll to finance.*
* *Service operations procedure training for new team members.*
* *Preparation & delivery VVIP’S room amenities.*
* *Responsible for champagne breakfast as well as candle light dinner.*
* *In room candle light Valentine dinner.*
* *Mini bar operations sequence, room charges & late charges.*
* *Mini bar store requisitions, par stock & purchasing.*
* *Yearly room service promotion calendar.*
* *Menu engineering market analyst.*
* *Guide order taker on job training and up selling.*
* *Update staff leave & medical record to human resource.*
* *Quarterly revenue performance chart presentation.*
* *Daily revenue report & weekly room service forecast.*
* *Power selling analysis presentation to Tan Sri Francis Yeoh (YTL CEO).*
* *Filling system.*

***EVENT EXECUTED***

* *Hotel grand opening by Tan Sri Francis Yeoh.*
* *Jack Daniel launching by Mr. Jimmy Bedford.*
* *5c’s Dinner and Gourmet Safari dinner.*
* *Millennium party at Bintang Walk.*
* *Airport Sales Blitz.*

***TRAINING ATTENDED***

* *Career Path development programs by hotel itself.*
* *Safe Steps Training Certification Programs 1 & 2 conducted by Ecolab Malaysia.*

***PRE-OPENING NEW WORLD RENAISSANCE HOTEL, KUALA LUMPUR MALAYSIA***

*June 1996 until November 1997.*

*Food & Beverage Waiter.*

*Tempts Restaurant.*

***RESPONSIBILITIES***

* *Ensure equipment’s such as silverware & chinaware cleanliness & burnishing.*
* *Section defect report.*
* *Linen update & inventory.*
* *Micros system defect to update.*
* *Dry store & stationeries store arrangement & requisition.*
* *Requisition & purchase list.*
* *Planning & set-up for weekly brunch.*
* *Buffet set-up & buffet food tag preparation.*
* *Breakages awareness program committee.*
* *Closing revenue report & log book (overnight shift).*

***EVENT EXECUTED***

* *Hotel Grand Opening.*
* *Ruler Butler at 173rd Ruler’s Conference in A’famosa Hotel.*