|  |
| --- |
| RESUME |

|  |  |
| --- | --- |
| **PRINCE****Prince.362910@2freemail.com**   |  |

|  |
| --- |
| CAREER OBJECTIVE |

 To be associated in a reputed organization in which I can contribute my knowledge and skills that dynamically work towards the growth of organization and gain thereof.

 **EXPERIENCE**

#### Restaurant Supervisor

**Paul restaurant depuis 1889**

July 2015 –Present , Saudi Arabia.

Assist the Restaurant Manager in Interviewing, selecting, training, supervising, counseling and disciplining outlet staff.Supervising the floor during meal periods to ensure that all Capella standards and steps of service are met through all guests interactionsEnsuring that checklists, requisitions and proper opening and closing functions are being completed each shift.Communicate effectively, both verbally and in writing, to provide clear direction to the staff. Observe performance and encourage improvement where necessary. Ensure staffing levels for all outlets are accurate based on hotel and outlet business levels. Organize and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as house count and menu changes. Communicate with guests and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information. Remain calm and alert, especially during emergency situation and/or heavy hotel activity, serving as a role model for the staff and other hotel employees. Ensure basic standard operating procedures for all outlets are in place and are in compliance with Federal, state, local and Capella’s own practices. (e.g. ServSafe, Responsible Vendor) Ensuring that all steps of services as outlines in training materials are being followed on a daily basis. Interact positively with customers promoting hotel facilities and services. Resolve problems to the satisfaction of involved parties. Answer telephones in a clear voice, coordinate and document reservations. Organize special events in the restaurant such as receptions. Maintain rapport with all departments and attend relevant meetings.Move throughout the facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met. Verify temperatures, judge appearance and taste of products and check preparation methods to determine quality. Give guidance toward improvement and make necessary adjustments for consistency. Utilize computer to accurately charge customers, create forecast and revenue reports and write correspondence. Input and retrieve data and change computer procedures using complex series of keypunches to program system. Ensure that all standards and hotel cash handling procedures are met. Maintain cleanliness of all outlets on a daily basis. Solicit feedback from guests concerning the service and food & beverage offerings in all outlets. Work closely with the Restaurant Manager, Executive Assistant Manager, Food & Beverage and Director of Finance in monthly beverage inventory and quarterly china/glass/silver/linen inventory.Ensure all daily and monthly reports are detailed and submitted in a timely matter. Assist the restaurant manager with working closely with Marketing and Social Media Manager to ensure that all promotions and collateral updates (including social media and website information and menu updates) are done in a timely matter.

#### Waiter

RoyalCaribbean International

August 2013-Present,Florida,USA

Waiter at Royal Caribbean International is an ambassador of the brand,and provides service with enthusiasm,excitement and a natural genuine smile. Waiter role is not just about bringing food and drinks to our guests; we offer much more. Here at Royal Caribbean International, we deliver the WOW by engaging our guests and ensuring their dining experience on board is a memorable one.

To serve all the dishes to the passengers with the highest standard in accordance with the company policy.Reports to Maitre D,Responsible for table set up,mis en place,wine service,handling working material,cleaning and maintenance procedure according to US Public Health requirements. Has a complete knowledge of all dishes and wines on the menus and able to explain them to the passenger.

#### Butler Supervisor

Omran Mohammad Al Omran Co.Partners Ltd.

December 2011-February 2013,Riyadh,SaudiArabia Has full awareness, manages and supervises all tasks of our staff.   Directs the work assignment of supervisory and non-supervisory level.  Monitors butlers to ensure residents receive prompt and courteous service. Informs other operating departments of matters concerning to Butlers operations, which concern notably the Front Office, to ensure VIP status and other such information, Housekeeping, to ensure all residents receive consistent service from all staff, in addition to communicating with Engineering, Laundry, Sales, Food & Beverage, Reservations etc.  Schedules and performs routine inspections by self or in coordination with the supervisors, of all butler areas including occupied and non-occupied rooms. Inspects resident rooms and pantries on a regular basis to ensure amenities, resident preferences and other such points are taken care of and carried out flawlessly. Appraise appearance, discipline and efficiency of all staff under direct supervision and initiate immediate remedial action if need. Assists in monitoring and controlling relevant procedures including lost and .found, key control, security and emergency procedures, health and safety for employees and residents. Performs related duties and special projects assigned. Is fully aware Omran Mohammad Al Omran Co.Ltd. Standard.   Performs related duties and special projects assigned. Ensure that Butlers deliver the high standard touch by exceeding the resident’s expectations and providing pro active personalized service.   Ensure that up selling is optimized and hotel products and facilities are utilized to the utmost by all residents . Butlers receive appreciation for their efforts in the form of regular feedback and recognition. Ensures all communication is carried clearly between the team and the Director of rooms.  Conducts regular training’s and role plays to ensure all training’s are understood by the team.

#### Head Waiter

Moevenpick Hotel & Resorts,Pre Opening Team.

May 2009 – September 2011, Yanbu,SaudiArabia. Food and Beverage Outlets Incharge during the pre opening .Worked on the over all Food and beverage outlets for set up.Planning, ordering costing of beverages for the department and maintaining the beverage cost for the department.Responsible for monthly estimation and forecasting of revenues for the Food and beverage department.Preparation of expense budgets for the food and beverage department and maintaining the same through weekly checks on costs per cover.Compilation of data for food and beverage for guest feedback, menu engineering, etc. and consequently applying necessary measures for change.Planning of manpower for the department and budgeting for the same for the following year.Planning of beverage and food promotions for the month in conjunction with the food and beverage manager. Part of 50 team members of the Pre-opening team at Moevenpick hotels & resorts which arrived 3 months prior to the time. Kept a track of Bills of Quantities for the department for items ordered as part of the opening of the hotel.

#### Captain

The Park Hotel

October 2007-April 2009.Bangalore,India

Joint the organization as a F & B Assistant for the all day dinning restaurant and got promoted as a Captain[Banquet].Meet and greet clients.Oversee catered functions, in house and off site.Responsible for making the function space visually appealing and presenting the menu offering for the event.Responsible for the overall sanitation and cleanliness of the work areas, banquet rooms and storage areas.Responsible for the proper usage and good working order of all equipment, furniture and fixtures in the Banquet and Catering Section in the shift assigned.Provide excellent customer service and ensure customer needs are met.Should posses in depth Knowledge of Food and Beverage preparation and presentation.Supervise events and team members throughout service.

Guide the Banquet servers in set up of tables and place settings.Be familiar with all current and upcoming event details.Resolve staff and customer concerns quickly and efficiently.Co-ordinate with the Kitchen and housekeeping department.Should be able to work under pressure and also work in long or break shifts.Scheduling of banquet staff, prepare weekly duty chart to correspond with banquet functions and manage labour for monthly.Assist the Banquet Manager with scheduling, training and performance management.Organize Transportation of food and equipment to offsite catering events.Should have experience in operating sales and catering software’s like Opera S&M, Micros etc..Responsible for monthly inventory, consumption spreadsheet and banquet staff labor.

#### Apprenticeship

##### [**Oberoi Hotels and Resorts**](https://www.linkedin.com/company/17976?trk=prof-exp-company-name)

June 2004 – May 2007 , Bangalore,India
Have overseen the operations of a specialty restaurant, Rim Naam (the award winning Thai Restaurant); the all day dinning Le Jardin; Polo Club (British Theme); Butler services & Banquets.

|  |
| --- |
| ACADEMIC QUALIFICATION |

**PROFESSIONAL:**

* Diploma In Hotel Management [National Open School]-2003
* Cruise Hospitality[ITDC Govt Of India,Goa] -2011
* STCW 95[Eurotech,Maritime Academy,Kerala]-2011
* CDC[Belize ,Central America]-2013
* C1/D Visa United States Of America[Issue Date;20SEP2013 Expiration Date;18SEP2018]

SCHOOL:

* Pre Degree [KKTM Govt.College ,Pullut] -2000
* T.H.S.L.C in[THS,Kodungaloor,Kerala] - 1998

|  |
| --- |
| COMPUTER SKILLS |

OPERATING SYSTEM : Windows 98/2000/XP/7/8

 SOFTWARES : Micros

|  |
| --- |
|  ACHIEVEMENTS |

 Star of the month Aril 2014 ,Presented by M/S Allure Of The Seas ,RoyalCaribbean International,USA

Being the best employee of the month of May 2009 ,Presented by Moevenpick Hotel& resorts Yanbu,Saudiarabia.

The Gallup Great Workplace Award 2007,Presented by The Park Hotels Bangalore,India.

|  |
| --- |
| DECLARATION |

 I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.