***Curriculum Vitae***



**HUZEFA**

**HUZEFA.363447@2freemail.com**

***Career Objective*** *.*An accomplished hospitality industry professional seeking a leadership position with visionary capabilities to drive enterprise operations and grow business, Looking for a new challenging senior leadership role which will make best use of my existing skills and experience and also further my personal development

***Area/Field of Interest/Suitability*** .
1. Food & Beverage Management.

2. Customer Services

***About Myself*** .

**Overall 12 + Years’ experience & PRE-OPENING EXPERTISE in MIDDLE EAST’ with Luxury Hospitality Organization**

Having a customer-centric outlook, I believe that determination can take people places. Being more of a

Peoples oriented person; this strong point has made me an aspiring and successful hotelier.

Experience in handling multi-functional, multi-cultural teams, Business development, sales promotion, bar management, developing beverage menu, wine list, coaching, managing operations, implementing & managing processes and contributing to exceptional guest satisfaction. I am a quick learner, motivator with ability to work in different environment. Having an approachable, cheerful and friendly personality and proven ability to ensure that customer experience in always relaxing and enjoyable.
***Competencies .*** Business Development Pre – Opening Cost Control

 Customer Service Excellence Teamwork Menu Development

 Recruitment People Management Quality Control

*Operational Work Attributes* .

\* As a result oriented person believe in achieving results through a strong foundation on the basis of Training, values, principles & code of conduct.

 \* Develop and evolve best practices for selling and outlet positioning.
\* Analyze the market and comp-set studies for setting new strategies for food & beverage sales.

\* Set new sales strategies for restaurant, bar & events.

\*Excellent in creating and implementing standards, policy/procedure and sequence of service

\*Excellent in all aspect of administrative and operational functions

\*Excellent in communication and interpersonal skills

\*Has a positive and professional business image and credibility

*Professional Experience* .

  **The H-Hotel Dubai**

 **Outlets Manager- Handling- All Day Dining/Lobby lounge operations**

 **(September 2016 till Date)**

*Property Highlights* .

‘**The H-Dubai hotel offers 184 generously sized guestrooms and 52 Serviced apartments overlooking the glistening Sheikh Zayed Road and the striking city skyline alongside four restaurants in Dubai, taking guests through a culinary adventure of diverse and authentic cuisines. Stay connected during your stay with complimentary wireless Internet provided throughout the property and enjoys complimentary Amenities in guest’s rooms.**

*My Key Responsibilities*

 Responsible for overseeing 2 outlets daily operations.
• Supervise and direct the f&B beverage staff and make adjustments as needed to maintain service standards.
• Inspect the outlets to ensure the food quality and service are according to standards and physical facilities and equipment are well kept and that all health and safety regulations
• Resolve guest and talent concerns expeditiously in a manner which is beneficial to all involved. .
• Conduct regular inspections of the hotel to ensure adherence to cleanliness and maintenance standards.
• Manage operating expenses to maximize costs while providing excellent guest services.
• Conduct staff meetings and daily pre-shift briefings.
• Prepare and maintain all paperwork to ensure accuracy and operational standards are upheld.

\*Aptitude for continuous learning

*Professional Experience* .

  **Hyatt Regency Dubai Creek Heights**

 **(Hyatt International Pre-Opening Team)**

 **Outlet Manager- Handling In Room Dining-Lobby Lounge-Sky lounge bar**

 **(December 2014 till September 2016)**

*Property Highlights* .

‘**The Dubai creek hotel offers 464 generously sized guestrooms and 405 Serviced apartments overlooking the glistening Dubai Creek and the striking city skyline alongside four restaurants in Dubai, taking guests through a culinary adventure of diverse and authentic cuisines. Stay connected during your stay with complimentary wireless Internet provided throughout the property and enjoy complimentary minibar services in all our guestrooms**

*My Key Responsibilities*

 Responsible for overseeing the various F&B outlets daily operations.
• Supervise and direct the f&B beverage staff and make adjustments as needed to maintain service standards.
• Inspect the outlets to ensure the food quality and service are according to standards and physical facilities and equipment are well kept and that all health and safety regulations
• Resolve guest and talent concerns expeditiously in a manner which is beneficial to all involved. .
• Conduct regular inspections of the hotel to ensure adherence to cleanliness and maintenance standards.
• Manage operating expenses to maximize costs while providing excellent guest services.
• Conduct staff meetings and daily pre-shift briefings.
• Prepare and maintain all paperwork to ensure accuracy and operational standards are upheld.

\*Evaluates and creates monthly P&L action plan

\* Responsible for preparing monthly payroll for Outlet colleagues

\*To work closely with the Sous Chef in charge of the kitchen on quality and cost control of Food

\* Implementing the motivational program for staff to increase the revenue

\* Maximizing sales and revenues by providing good service and train the associates to up-sell.

\* Evaluates financial performance of the outlet and ensure revenue budget and forecast are consistently achieved

\* Ensure services provided under floor management process are always carried out to as per defined standards with

 Utmost efficiency, consistency and courtesy

\* Develop and manage effective relationships with key decision-makers in prospective organizations to meet business objectives.

\* Food Quality and Service Standards

\* Hygiene and Quality Procedures

\* MBO (Management by Objective)

\*Prepare schedules, based upon occupancy forecasts, to ensure appropriate staffing while maintaining the payroll

 Budget.

*Professional Experience* .

  **Conrad Dubai hotels & Resorts**

 **(Hilton worldwide, Pre-Opening Team)**

 **Assistant outlet Manager: Ballaro—All Day Dining Restaurant**

 **(March 2013 till December 2014)**

*Property Highlights* .

‘Middle East’s Leading New Hotel’ - World Travel Awards 2014

‘Best New 5 Star Hotel’, ‘Best Convention/Conference Hotel’

And ‘Best Business Hotel’ - MENA Travel Awards 2014

‘Best New Hotel’ - Middle East Hotel Awards 2014

*My Key Responsibilities* .
\* To Setup entire restaurant Service for the Hotel and to follow policies and Procedures to the best.

\* Develop & streamline systems to enhance operational effectiveness and meet goals within the cost, time & quality

 Parameters

\*Design and implement Restaurant SOPs and SOS that are align to Hilton and Conrad Brand Standards

\*Hire & train food & beverage talents, who demonstrate exceptional customer service

\*Identify training needs and design, develop and deliver various training for team members in preparation for the opening of the hotel

\*Evaluates guest satisfaction through comments cards, guest feedback and SALT (Medallia) report

\*Responsible for attaining the target score for Restaurant QA (Quality Assurance) Audit

\*Review comments card, guest experience index and other data to identify areas of improvement.



 

 **THE ADDRESS Downtown Dubai** (**Pre-Opening Team**)

 **Assistant outlet Manager: Pool bar & Restaurant - [January 2011 till February 2013]**

 **Supervisor: In Room Dinning/Restaurant Reservations-[October 2008 till December -2010**]

*Property Highlights* .

The Address Downtown Pre-opened In October 2008 has quickly transformed into a world class hotel offering guest world class restaurant & spa facilities, standing tall at 63 levels high, has a unique range of 380 Luxurious rooms + 446 serviced apartments = [826 rooms] to offer to all kinds of travelers.

Best New Hotel - Arabian Hotel Investment Conference Awards 2009

Dubai’s Leading Lifestyle Hotel and Middle East’s Leading Hotel - World Travel Awards 2009

The Address Downtown Dubai - Condé Nast Traveler Hot List 2009

*My Key Responsibilities .*

\*In-charge for amending department SOP and P&P as may reasonably require

\*Evaluate, respond to and take necessary & timely action regarding guest comments and queries.

\*Review comments card, guest experience index and other data to identify areas of improvement.

\*Responsible for JD Power, Mystery Shopper and EEI (Employee Engagement Index) action plan in a regular basis

\*Group Reservations, Updating Competitors List, purchase request

\*Assessed staff performance and provide reports identifying staff strength and areas needing development

\*Review financial report and statement to determine food & beverage is performing against budget.

\*Develop short & long term financial and operational goals for the department which supports the overall objectives

 Of the hotel.

\*Responsible for all POS systems and for all accounting and billing systems of the department

\*Conduct team building activities and Recognition Program

\*Handling Banquet Functions and Events at certain times



 **ARMANI HOTEL DUBAI**

**[EMAAR Hospitality Group, Task force of Pre-Opening Team 2010-Assistant outlet Manager: In Room Dining***]*

*My Key Responsibilities .*

**\***Worked as a task force for few weeks in Armani hotels in pre-opening stages and actively supported to operate the outlet smoothly in absence of Manager.

\* Organize all the OS&E requirements for IRD and mini bar operations

\* Identify training needs and design, develop and deliver various training for team members in preparation for the opening of the hotel

\*In Room Dining and Mini bar Menu planning and implementation

\* Creates departmental manual and welcome pack

\* Generates various forms required for IRD and mini bar day to day operation

\* Snag list completion

\* Set up the In Room Dining area including the office and mini bar stores





 **The H Dubai Hotel (Pre-Opening Team)**

 **Captain In Room Dinning**

 **(July 2007 to Oct 2008)**
*My Key Responsibilities .*

\* Organized the entire IRD area and Private bar in the preopening stages

\*Ensure that guest receives outstanding service by providing a friendly and helpful environment in taking food and beverage orders and other requests through phone

\*Proactively assist guest requests and inquiries due to solid product knowledge and other aspects of guest service.

\*Handling guest complaints and helping managers to identify and solve problems

\*Responsible for mini bar loses report and correspondence

\*Help to increase departmental revenue by using excellent up selling techniques.

 

 **Al Ain Rotana Hotel**

 **(Rotana Hotel & Resorts)**

 **Pool bar Restaurant Server and Departmental Trainer**

 **(Feb 2005 to June 2007)**

*My Key Responsibilities .*

\* Maintaining standards in the Restaurant / bar management and Cashiering

 Achievements:

\* Became the Departmental Trainer

\*Received Guest Comment Cards at various occasions

\*Actively participated in chain dinner

\*Assisting banquets with Mega ballroom capacity of [1000] Pax theme parties, wedding

\*Assisting seniors for Menu engineering



 **Hilton Hotel Al Ain**

 **(Hilton Hotel & Resorts)**

 **Banquet Server**

 **(Nov 2002 to Jan 2004)**

 *My Key Responsibilities .*

\* Ensuring that service standards on assigned stations are met.

\*Setting up ballroom with theatre, cocktail, conference style.

\*Having a thorough knowledge of Food and beverage responsibilities



Academic Qualification .

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| --- | --- | --- |
| Qualification | Institute | Year |
| Diploma in hotel Management | K.C college of Arts, law and hotels. |  2000 |
| Higher Secondary School [HSC} | Burhani college of commerce & Arts. |  1999 |
| Computer bachelors-Certificate in Proficiency  | CBM Institute of Computer Management |  1999 |
| Bombay University MGM Academy’s High School  | S.S.C completed |  1998 |

Computer / Hotel System Operating Skills .

\* Windows, Word, Excel, Internet & Email etiquettes.

\* Opera, Respak, Micros, FMC/FBM, Birch Street / ONQ

Achievements .

 \*“Foundation of Management” completed in 2009

\*Nominated thrice for Associates of the month program

\*Deciding and promoting team to decide on product quality, business development,

\*Suggestive Selling / Up selling Products, Set Menus, Dinner functions, F & B promotions, etc.

\*Guest Comment Cards and feedbacks appreciating team work and leadership qualities

\* Management Development Program-[Hilton WorldWide]

\* Train the Trainer program

 Trainings .

\* PIC-level 3

\*Customer service Excellence

Personal Information .
D .O. B: 24th March 1983

Nationality: Indian

Religion: Muslim

Languages: English, Arabic (Basic), Hindi, Marathi