[**Trophy**.367927@2freemail.com](mailto:Trophy.367927@2freemail.com)

**PERSONAL STATEMENT**

I am a passionate and energetic hospitality industry practitioner with a detailed eye for world class food and excellence in service delivery. With over 9 years in the Dubai restaurant scene, I have a proven track record that I have the organizational customer service skills, communication ability, interpersonal skill and commercial awareness needed lead a team to world class hospitality excellence.

**WORK EXPERIENCE**

**RESTAURANT GENERAL MANAGER**

***El Chico Mexican Restaurant - Dubai, UAE (July 2013 to date)***

***Responsibilities:***

* Lead a diverse team by providing direction regarding operational, performance, staffing and procedural issues;
* Hands on management of teams on training, daily decision making, shift scheduling, planning in line with company standards, service quality and overall restaurant image;
* Participate in high creation, preparation, delivery and improvement of the food menu while adhering to high quality meal service delivery at El Chico Restaurant;
* Participate in the design, implementation and efficiency analysis of marketing strategies to attract new and existing clients;
* Investigate and personally resolve patron complaints should they arise, and do all it take to ensure that each and every patron is a return client;
* Maintain accurate and timely financial records such as invoicing, sales and reporting as well as payroll related administrative duties in accordance with company policies and procedures.
* Enforce and surpass local/state laws regarding workplace safety, environmental compliance and sanitary practices on food handling, health regulations, general kitchen and dining areas hygiene;
* Liaise with kitchen manager in the procurement of competitively priced supplies, supervise portion control and quantities preparation to minimize waste, maximize patron satisfaction and maximize return on investment;
* Report to the shareholders.

**RESTAURANT MANAGER**

***El Chico Mexican Restaurant - Dubai, UAE (April 2009 to November 2012)***

***Responsibilities:***

* Assisted the General Manager in the smooth running of day to day restaurant operations;
* Handled administrative tasks including procurement, event planning, communication, data analysis and end of day reporting to the general restaurant manager;
* Handled induction, training, supervision and mentorship of new restaurant staff as well as provide staff rotas;
* Managed the restaurant floor operations such as taking meet and greeting patrons, taking reservations, handing enquiries and complaints and group reservations.

**RESTAURANT SUPERVISOR**

***El Chico Mexican Restaurant - Dubai, UAE (August 2008 to March 2009)***

***Responsibilities:***

* Assisted the Manager the smooth running of day to day restaurant operations;
* Adhered to instructions from restaurant manager and assist in all areas assigned;
* Trained and supervised new staff while ensuring that company policies were strictly adhered to;
* Made table visits to patrons at their tables to solicit for both negative and positive feedback and relay information to superiors;
* Assisted in the end of day sales receipting and reporting.

**RESTAURANT FOOD WAITRESS**

***El Chico Mexican Restaurant - Dubai, UAE (April 2008 to August 2008)***

**Responsibilities:**

\* Performed all roles of a food server.

***Sippers Restaurant - Nairobi, Kenya***

FOOD AND BEVERAGE CONTROLLER

Reporting to the Restaurant Owner September 2007 – April 2008

***Duties:***

* Stock control and planning
* Ensuring minimal wastage by staff during food preparation
* Proper production of daily reports and delivering in good time
* Filing, maintenance and safeguarding of company’s records
* Basic accounting and handling approved company’s monetary matters
* Overseeing day to day operations and implementing set standards

***Fairview Hotel - Nairobi, Kenya***

MANAGEMENT TRAINEE

Reporting to the Executive Chef July 2006 – August 2006

***Duties:***

* Preparing various cuisines
* Stock control
* Ordering for ingredients as per service requirement
* Ensuring minimal wastage by staff during food preparation
* Accountability for daily sales and its records

***Travellers Beach Hotel - Mombasa, Kenya***

MANAGEMENT TRAINEE

Reporting to H.O.Ds May 2005 – August 2005

***Duties:***

* Broad Roles undertaken in food and Beverage production, housekeeping, accounting and front office duties

**EDUCATIONAL AND TRAINING QUALIFICATIONS**

* Bachelor of Science degree in Hospitality and Tourism Management (Kenyatta University, 2007, Second Class Honors, Upper Division);
* Dubai Municipality Training (PIC LEVEL 3 & PIC LEVEL 2);
* C.R.O Management Certification;
* Knowledge of computers (MS Word, Excel, PowerPoint);

**KEY COMPETENCIES**

\*Highly proficient in the following restaurant functions: focus on customer, food planning and preparation, growth and development on self and team, planning and organization, problem solving and decision making, result delivery, health and sanitation, company policies and procedures, personnel management, record keeping, and reporting;

* Eligible to work in the United Arab Emirates and holder of a valid UAE driver’s license;
* Agreeable to background and credit check.

**REFERENCES**

Available upon request.