**Cover Letter**

 Mr/Mrs,

I am writing with regard to the Restaurant Management position with **Dime N Dine Restaurant**. I have over seven years of experience in the restaurant industry with an Associate's degree in Hospitality Management.

In my current position as Restaurant Management with Food Services I supervise employees oversee inventory and handle customer issues among other duties. I am a high-energy person and enjoy the fast-pace of working in a restaurant. My interpersonal skills allow me to work with a wide range of people and to deal with situations in a diplomatic and professional manner. I am very organized and am able to manage all of the tasks involved in managing a restaurant. I have been told by supervisors that I possess excellent time management and communication skills that aid in successful restaurant management. I would enjoy the opportunity to bring these attributes to the Restaurant Management position.

I have no doubt you will find my qualifications to be in order. I look forward to meeting with you and hope you will contact me soon to arrange an interview. Thank you for your time and your consideration.

Sincerely,

Lokesh

**CURRICULAM VITAE**

**Lokesh**

 Email: lokesh.374010@2freemail.com

**Profile:**

Excellent Hotel and Hospitality skills with ability for organizations personal growth along with passion, enthusiasm for a new challenge. Organized with strong communication and people skills.

**Awards:**

* Certified in Food and Hygiene

**Skills :**

* Highly knowledgeable of interdepartmental luxury hotel operations
* Skilled at interpreting Hotel Information System reports
* Extensive skills in Customer Service
* Good interpersonal skills and experienced at working in a team environment
* Motivated self-starter; able to spark interest and take initiative
* Organized, detail-oriented, and reliable
* Experienced in MS Word, PowerPoint, Excel, Access

**Work Experience:**

**May 2010 to Till Date Dime ‘N’ Dine Hotel Manager, Chennai, India.**

* To provide professional, efficient and polite customer service at all times.
* Responsible for achieving store budgets/targets within the P&L.
* Responsible for maintaining product quality and high store standards, including management of quality and temperature checks.
* To continually drive sales and manage COGS and wastage effectively by having robust routines and procedures in place to minimise stock loss though waste.
* To comply with all Health & Safety, Fire Safety, COSHH and Food Safety regulations
* To work effectively and efficiently under pressure during peak times and help out in other areas as and when necessary.
* To provide customers and guests with an excellent hospitality service in a timely and cost effective manner.
* To plan and arrange the staffing requirement for the hospitality service
* To communicate the hospitality requirements to all departments involved.
* To supply information and accurate quotes in a timely manner to organisers.
* To supervise functions.
* To organise set up and clear down of function rooms.
* To communicate effectively with clients and customers.
* Ensure the property is well maintained and that all mechanical equipment is in good working order.
* Conducted appropriate meetings and coordinated with the other department heads to ensure that proper communication lead to guest satisfaction and maximum profit and productivity.
* Coordinated, directed and managed the staff and hotel operations to achieve profitability, guest satisfaction and efficiency while maintaining standards set by the company.

**Aug’ 08 – April’ 10 Tesco Supermarket, Hertfordshire, London (2nd Shift Runner)**

* Greet guests, note down and communicate special requirements and handle their complaints
* In depth knowledge of coordinating activities of all departments to ensure customer satisfaction
* Prepared work schedule and allocated responsibility to staff as per direction.
* Motivate and give clear direction to all employees.
* Promotional tickets – price changes and Specials to fixtures
* Excellent at identifying potential business in local market.
* Service Operator at express service area
* Getting codes and prices for register operators when items do not scan
* Fill express confectionary stands
* Conduct employee performance evaluations as prescribed, control staffing.
* Provide customers with information on daily deals and discounts
* Assist customers in finding their choice of items or escort them to the right shelves
* Stock shelves in accordance to the supermarket’s policies and make sure that any out of stock product is informed to the supervisor
* Ensure that any damaged or expired products are reported and removed from shelves
* Perform cashier duties by handling cash, credit and check payments
* Attach pricing labels to items before placing them on shelves
* Ensure that the produce section is replenished with fresh items continuously
* Manage customers’ refunds and returns
* Keep a vigilant eye on shoplifters and fraudulent credit cards
* Report any suspicious activity within the premise of supermarket
* Receive delivery of supermarket merchandise and make sure that all items are stored and stacked properly
* Keep a complete track of number and type of sales performed each day
* Arrange delivery of large items to customers

**Nov 2007 – July 2008 Mc Donalds, Brent cross Shopping Mall, London. (Team Lead)**

* Brilliant communication and interpersonal skills
* Able to handle customer complaints in polite and empathetic manner.
* Good judgment ability to determine appropriate food supplies.
* Understand McDonald’s team-centric philosophy requiring everyone to do anything even if the activity is not listed in the job description.
* Proven ability to perform workplace cleaning and maintenance tasks.
* Committed to company’s mission and able to take ownership of job.
* Take orders for food and beverage items and verify orders before punching them into the system
Provide customers with information on add-ons and upsize availability in a bid to upsell food items
* Provide customers with order time and payment information and process cash and credit card transactions
* Tender change and receipts to customers and guide customers about where and when to pick up their orders
* Relay orders to the kitchen area and assist in preparing them during slow hours
* Pack prepared orders and ensure that all condiments such as sauces and ketchup are put in the bag
* Ascertain that all online orders are quickly and accurately processed by following set rules and protocols
* Tally cash drawers at the end of each shift and ensure that any discrepancies are promptly seen to and resolved
* Ascertain that sufficient change is available at the beginning of each shift
* Clean and maintain the counter area and workstations and assist the management with inventory control and stock ordering duties
* Listen to and proactively respond to customers’ complaints and suggestions with a view to ensure customer loyalty and repeat business

**Sept 2006 – Nov 2007 Merchandising Sales Force Ltd (MSF) London. (Promotion Sales)**

* Developed effective sampling and promotion of sales by selling direct to customers.
* Consistently exceeded personal daily sales by as much as 50%
* Enhancing product interest to customers through face-to-face marketing at the point of purchase
* Worked closely with in-store wine and food consultants to generate a comprehensive and appealing interest to customers
* Maximizing incremental product sales uplift
* Demonstrate and provide information on promoted products/services
* Create a positive image and lead consumers to use it
* Use lectures, films, charts, and/or slide shows
* Distribute product samples, brochures, flyers etc. to source new sales opportunities
* Identify interest and understand customer needs and requirements
* Set up booths or promotional stands and stock products
* Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc)
* Ability to understand customer needs and handle different types of personalities
* Strong listening, communication, presentation and social skills

**Oct 2005 – Aug 2006 ITC Park Sheraton, India. (Trainee Crew)**

* Balanced check-in and check-out of multiple guests while responding to inquiries and needs of others. Achieved high customer satisfaction comments.
* Involved in maintenance and training on the IT system
* Reconciled daily receipts and posted data to spreadsheets, tracing discrepancies and ensuring accuracy in detail
* Worked with various Hotel departments to make decisions and solve problems
* Highly organized and enthusiastic
* Greets guests and presents them with the menu.
* Informs guests about the special items for the day and menu changes if any.
* Suggest food and beverages to the guest and also try to upsell.
* Take food and beverage orders from the guest on the order taking pads or on the handheld Point of sale ( POS ) system.
* Obtaining revenues, issuing receipts, accepting payments, returning the change.
* Performing basic cleaning tasks as needed or directed by supervisor.
* Filling in for absent staff as needed
* Punch the order on the POS machine and make sure to enter the special requirements made by the guest while ordering the food. Eg: No Garlic, less spicy etc, Without egg etc.
* Communicate to the guest and provide assistance with their queries.
* Co - ordinate with the busperson, kitchen staff, bar staff to ensure smooth operation and guest satisfaction.
* Server food and beverage to the guest as per the course of order.
* Observes guests and ensure their satisfaction with the food and service.
* Promptly respond to guest with any additional request.

**Jun 2005 – Sept 2005 Atlantica Golden Beach Hotel, Cyprus. (Pool Bar)**

* Improved customer service and streamlined reservations procedures.
* Named “Employee of the Month” for high sales and maintenance of good customer’s satisfaction level.
* Created menus and designed table settings to express a variety of themes.
* Devised work schedules to meet successful labour cost goals through proper scheduling
* Prioritizing effectively to accomplish multiple tasks
* Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
* Interact with customers, take orders and serve snacks and drinks
* Assess customers’ needs and preferences and make recommendations
* Mix ingredients to prepare cocktails
* Plan and present bar menu
* Check customers’ identification and confirm it meets legal drinking age
* Restock and replenish bar inventory and supplies
* Stay guest focused and nurture an excellent guest experience
* Comply with all food and beverage regulations

**Education**

* Bachelor in Hotel and Hospitality Management (BHHM) London (Aug’ 06 – Sept’ 08 )
* Diploma in Hotel Management (DHM) Cyprus (Mar’ 03 – Oct’ 05)
* Secondary School Leaving Certificate, India (Mar 1999)
* Higher Secondary School Certificate , India (Mar 2001)

**Personal Details**

* Nationality Indian
* Date of Birth 12/05/1983 (33 years)
* Marital Status Married
* Height 5 ft 6 inches