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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Shan | |  |  | | --- | --- | | Phone |  | | Shan.374083@2freemail.com |  | |  |  | |  |  | |

Passionate and seasoned hospitality professional with over 12 years of Professional experience in Food & Beverage Service Operations in a multicultural environment including Fine dining, Casual dining, Bar/Club, In room Dining, Banquets & Outside Catering . Equipped with exceptional customer service skills, financial planning and efficient resource management skills. Disciplined and Self driven individual with the Primary focus on the Quality and profitability of the Operations

# Skills

|  |  |
| --- | --- |
| * Health & safety - HACCP * Inventory management * Guest relations/ Service recovery * Promotions/Marketing plan * Staffing/ Training | * Menu Planning / Engineering * Leadership Skill * Conceptualization of SOP * Restaurant Revenue Management * Budgeting/Forecasting |

# Work Experience

### **May-2014 – JULY-2017**

## Asst. Restaurant Manager / Best Western Doha, Qatar

* Assisted the Restaurant Manager and the Food & Beverage Manager in the coordination of activities of the staff to deliver quality products and service to the guests.
* Trained new F&B staff and created procedure manuals on service and quality standards.
* Responsible for all F&B staff understanding of brand standards, philosophy and specific position processes.
* Ensured all reports are properly certified and trained in their respective positions, and that all training and certification materials are up-to-date and maintained
* Implemented Quality First program about the importance of quality control for foods, Beverages, customer service, on top of having the latest food and beverage knowledge.
* Schedule patrons by recording dining reservations, arrangements for special parties and private dining room accommodations.
* Maintain purchase order and inventory systems.
* Maintain accurate client billing systems, to maximize the highest possible revenue for the hotel
* Oversee and review all staffing programs within area of responsibility, to insure maximum guest satisfaction and stay within budgeted guidelines.
* Respond to any reasonable task assigned by Director of Food and Beverage.
* Ensure effective solution oriented communication within the department and with other operation departments.
* Ensure that all front and back of the house are maintained in a neat, clean and orderly fashion.
* Display and teach good professional guest satisfaction techniques.
* Provide professional communications with guests and meeting planners and their staff to ensure maximum guest satisfaction and program success.

### **june-2012 – April-2014**

## F & B Supervisor / Best Western Doha, Qatar

* Assisting the manager to maximize revenues & profitability of the outlet & ensure prompt, accurate & personalized service to all customers.
* Implement systems and procedures that achieve higher cost efficiency and guest satisfaction system.
* Certified facilitate learning and development for all team members and to focus on up-selling, while assisting the team during operation.
* Responsible for beverage costing, introducing new promotions and implementing new mixologist recipe’s in the hotel.

### **feb-2009 – may2012**

## F & B Captain / Doha Seef Hotel, Qatar

* Manage two outlets at same time (Atrium restaurant and Bollywood Restaurant)
* Supervise daily operations to ensure everything is running smoothly and according to company policy and procedures.
* Ability to train on how to run a restaurant and how to handle the daily paperwork efficiently.
* Ability to do performance evaluations and to take disciplinary actions when necessary.
* Experience and knowledge to supervise food preparation, storage and handling to ensure employees are following all safety procedures, regulations and health codes.

### **April-2005– January2009**

## F & B Captain / Fortune Hotel the South Park, Kerala, India

* Delivering outstanding food and beverage service to customers.
* Greeting all guests, using the guests’ name as often as possible.
* Taking orders from guests and offering advice on the menu.
* Giving guests an accurate bill then taking payment from them in cash or credit cards.
* Making drinks with variety drinks in different bar in the Brunch
* Keeping the Place of Work and surrounding area clean and organized at all times.

# Education

### **2015- 2017**

## MBA in Hotel and Tourism Management / Bharathiar University (School of Distance Education)

### 2**002-2005**

## BSc. Catering Science and Hotel Management / CMS College of Science and commerce

**Achievements:**

* Best Employee of the Month**”-** Best Western Hotel, Doha, January 2012 , April 2013,January2014
* Barmen Agency Certificate”- Best Western Hotel, Doha
* Best Western i care Program Certificate- Best Western Hotel, Doha
* Ronnefeldt Tea Academy Training Certificate- Best Western Hotel, Doha
* Entrepreneurship Training
* St. John Ambulance Senior First Aid Course Certificate.

**Languages Known:**

* French (Customary Terms)
* English
* Hindi
* Malayalam
* Tamil

**Personal Details:**

Nationality : Indian

Date of Birth : 30th April 1985

Gender : Male

Religion : Islam, Muslim

Marital Status : Married

Visa Status : Visit Visa

**DECELARATION:**

I hereby declare that the above information are true and correct to the best of my knowledge and belief.

**Shan**