**RESUME**

**RAMALINGAM.**

Email: ramalingam.375082@2freemail.com

**Career Objective:**  Highly skilled operation with years of working experience in the hospitality industry. In dept knowledge of maintaining high standards of overseeing front desk operations. Hands on experience in evaluating guest satisfaction levels and working toward continuous support.

**Education:**

* Masters in international Tourism and Hospitality from University of Bedfordshire (UK)
* Bachelor’s in physics, University of Madras, Chennai, India.

**Skills:**

* Have good English language skills both verbal and written
* Capable of working under pressure and meet deadlines as scheduled with quality in work.
* Capable of taking care of customer service activities and also front office management
* Good Team player and Good leadership quality.

**Key Strengths:**

 **Communication Skill:** I have excellent oral and written English – language skill.

 **Organized:** I am very organized in my task and responsibilities assigned to me. This helps to do my work effectively and efficiently. I have been appreciated by senior managers for capable of handling pressure in smarter ways.

**Key Achievement:**

* Best Team Award in Rishis, Aberdeen, UK 2014, 2015

**Work History**

**1** **Organization Name:** AASIFE RESTAURENTS LTD INDIA

 Position: RESTAURANT MANAGER

 Duration: March 2016 – OCT 2016

**Responsible and Duties**

* Maintains working relationships and communicates with all departments.
* Resolves guest problems quickly, efficiently, and courteously.
* Maintain high standards of quality control, hygiene and health and safety.
* Trains, cross – trains, and retrains all front office personnel.
* Checks cashiers in and out and verifies bank deposits at end of each shift.
* Organize marketing activities, such as promotional events and discount schemes.
* Ensure implementation of all Restaurant policies and house rules.
* Respond customer queries and complaints.
* Plan and coordinate menu

**2.** **Organization Name**: RISHIS, Aberdeen Scotland (UK)

 Position: RESTAURANT MANAGER

 Duration: March 2012 – Jan 2016

**Responsible and Duties**

* Flattering responsible for all aspects of all departments.
* Support and work with all head of departments.
* Ensure SOP implementation in all departments and check the same during routine operational checks.
* Dealing with suppliers/Vendors for quality products.
* Inspecting all departments for SOP implementation.
* Be on available on call 24 hours a day to resolve any urgent problems on emergency
* Responsible for the overall management of the operation at the hotel.
* Conduct weekly and daily operation meetings
* Motivating all junior staffs for better teamwork & development
* Over all to take care of all the activities in Front office and food beverage.
* Reporting daily and weekly reports to GM

**3. Organization Name:** COSMOS Aberdeen Scotland (UK)

 **Position:** ASSITANT RESTAURANT MANGER

 **Duration:** March 2010 – Feb 2011

**Responsible and Duties**

* Maintain high standards of quality control, hygiene, health and safety.
* Co-ordinate the operation of the restaurant during scheduled shifts
* Comply with all health and safety regulations.
* Identified customer needs and responds proactively to all of their concerns.
* Preparation of sales promotions and mailing

**4.** **Organization Name:** Sea Eagle Shipping (LLC) Sharjha UAE

 **Position:** SUPERVISOR

 **Duration:** FEB2009 –JAN 2010

**5.** **Organization Name:** Hotel Savera Chennai India

 **Position:** SERVICE CREW

 **Duration:** 2006 - 2008

**PERSONAL PROFILE**

 Nationality : Indian

 Date of Birth : 21.09.1984

 Gender : Male

 Driving License (UK) :

 Driving License (India) :

 Visa Status : Tourist (Convertable),

 Validity : 05.02.2018

 Passport Details :

 Validity : 13.01.2026

**Language Known**

* English, Hindi, Tamil, Telugu

**DECLARATION**

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

Date : Signature

Place :