**Anurag** 

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**OBJECTIVE**

A dynamic, results-oriented **Manager** offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieve performance goals through enthusiasm, tenacity and initiative, which complement knowledge / expertise in

|  |  |
| --- | --- |
| * Team Building / Staff Training
* Purchasing / Inventory Management
* Quality Assurance / Control
* Facilities / Safety Management
 | * Customer Service / Guest Relations
* Cost Containment / Control
* Policies and Procedures
* Continuous Performance Improvement
 |

Noted for outstanding communications skills, both with guests and staff; resolve problems quickly and equitably to ensure happy customers and happy employees. Looking for a new and challenging managerial position, where in I can make best use of my existing skills and experience.

**EMPLOYMENT HISTORY**

[**Howard Johnson Hotel**](http://hojoburdubai.com/)**, Dubai (UAE)**

**F & B operational manager**

**December 2014 to present.**

**Key responsibilities:**

* Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
* Preserve excellent levels of internal and external customer service
* Design exceptional menus, purchase goods and continuously make necessary improvements
* Identify customers needs and respond proactively to all of their concerns
* Lead F&B team by attracting, recruiting, training and appraising talented personnel
* Establish targets, KPI’s, schedules, policies and procedures
* Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
* Comply with all health and safety regulations
* Report on management regarding sales results and productivity

**Skills**

* Leadership skills to motivate and manage the team
* The confidence to liaise with other heads of department and deliver what the client wants
* Good communication skills to find out exactly what the clients want
* Personal charm to greet organizers, hosts and VIPs and to show clients that we are giving them full attention
* Excellent organizational and administrative skills
* A cool head to deal with last minute requests and problems
* A can-do attitude.

**Prestige Group of Restaurants, Dubai (UAE)**

**Restaurant Manager**

**April 2014 to December 2014**

Looking after the operation of the restaurant and the upcoming projects, as well delivers revenues and profits by developing, marketing, costing, providing appealing restaurant service; managing staff.

**Responsibilities:**

* Establishes restaurant business plan by surveying restaurant demand; conferring with people in the community; identifying and evaluating competitors; preparing financial, marketing, and sales projections, analyses, and estimates.
* Attracts patrons by developing and implementing marketing, advertising, public and community relations programs; evaluating program results; identifying and tracking changing demands.
* Controls purchases and inventory by meeting with account manager; negotiating prices and contracts; developing preferred supplier lists; reviewing and evaluating usage reports; analyzing variances; taking corrective actions.
* Maintains operations by preparing policies and standard operating procedures; implementing production, productivity, quality and patron-service standards; determining and implementing system improvements.
* Maintains guest satisfaction by monitoring, evaluating, and auditing food, beverage, and service offerings; initiating improvements; building relationships with preferred patrons.
* Accomplishes restaurant and bar human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining management staff; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
* Maintains safe, secure, and healthy facility environment by establishing, following, and enforcing sanitation standards and procedures; complying with health and legal regulations; maintaining security systems.
* Maintains professional and technical knowledge by tracking emerging trends in the restaurant industry; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Accomplishes company goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

[**The Tamara**](http://thetamaracoorg.com/) **-** **Coorg, India**

**Executive Food and Beverage Manager**

**November 2013 till March 2014**

Working as an Assistant to the Food and beverage manager, takes care of 5 food and beverage outlets

With 32 team members reporting to me

**Assisting in Food and Beverage Operations**

* Creates and nurtures a property environment that emphasizes motivation, empowerment, teamwork, continuous improvement and a passion for providing service.
* Provides excellent customer service to all employees.
* Liaises with all department for the smooth operation of the department
* Uses coaching skills throughout the property.
* Demonstrates self-confidence, energy and enthusiasm.
* Motivates and encourages staff to solve guest and employee related concerns.

**Ensuring Exceptional Customer Service:**

* Provides excellent customer service.
* Responds quickly and proactively to guest's concerns.
* Understands the brand's service culture.
* Sets service expectations for all guests internally and externally.
* Takes ownership of a guest complaint/problem until it is resolved or it has been addressed by the appropriate manager or employee.
* Follows up to ensure complaints have been addressed to the guest's satisfaction.
* Develops a relationship with all guests to build repeated clientele internally and externally.

**Additional Responsibilities as Assigned:**

* Complies with all corporate accounting procedures.
* Assists Food and beverage manager as needed with all the works.

[**Al-HAMRA FORT HOTEL AND BEACH RESORT managed by HILTON WORLDWIDE, Ras Al Khaimah**](http://www.alhamrafort.com)

**Outlet Manager - Le Chalet Restaurant and Scirocco Lounge Bar**

**March 2005 to March 2013** (Joined as a waiter and was being promoted in 2006 April as captain, 2007 September as Head waiter, 2009 August as Assistant Outlet Manager, 2011 Jan outlet manager)

**Responsibilities:**

**Operational:**

* To assist in setting budgets for the outlet, communicate these to the team and implement strategies to achieve daily targets.
* Contribute to the achievement of margins at targeted levels.
* Maintain low wastage levels through good stock management and rotation, accurate recording, training and active monitoring.
* Run shifts, assisting and guiding staff to deal with issues and complaints and ensuring members’ and guests’ experiences exceed expectations.
* To analyze daily/weekly/monthly sales identifying opportunities for increasing profitability and maximizing revenue.
* Prepare daily / weekly reports.
* To plan rotas that will ensure high service levels are maintained whilst controlling costs
* Regularly create drinks/cocktail menus that are new and inspiring.
* Regularly conduct research on the local market and develop and implement ideas to maximize revenue generation.
* Contribute ideas to calendar of events.

**Managing People:**

* Lead and manage the bar staff on a daily basis, communicating daily targets and taking responsibility for maintaining high standards of quality, health and hygiene.
* Foster an environment where improvements to products, processes and service are welcomed and encouraged.
* Conduct briefings and training to ensure that staff have strong product knowledge and are able to up sell and deliver service to the standards required.
* Monitor, review and feedback on individuals’ performance, set and review objectives in line with the performance review and induction process
* Work to develop team members according to their individual abilities and potential.
* Stock control
* Coordinate and control all aspects of stock deliveries and keep accurate and up to date records.
* Regularly liaise with the stock taker to ensure the monthly accounts are accurate and the receipt and administration of all deliveries is up to date.
* Manage the cellar and stock storage areas, ensuring they are secure, neat and clean at all times.
* Liaise with the other managers to ensure tight stock control and budgeted margins are achieved.

**Health and Safety:**

* Contribute to the formulation and review of risk assessments for the Bar.
* Take responsibility for monitoring and reporting any health and safety issues to the appropriate person.
* Operate safe practices, act as a role model and provide guidance to staff to ensure that their safety and that of members and guests is protected.

**General:**

* To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
* To undertake any other duties as requested by the Senior Management team, in accordance with the scope and responsibilities of the role.

**Other achievements:**

* Introduced the beach party which increased the sale by 7%.
* Made the brunch into the top 25 in UAE according to the Timeout magazine.
* Handled banqueting functions in the beach and garden.
* Introduced new beverage menus.
* Was the key person to handle the Global Arab summit consecutively for two years
* (three day banqueting event with ministers and delegates from all around the world attends)
* Planed and handled events (White Party, Belgium Beer promotion, Oktoberfest and road 69)

[**Hotel TAJ PALACE, New Delhi**](http://www.tajhotels.com/Luxury/City-Hotels/Taj-Palace-Hotel-New-Delhi/Overview.html)

* Tea House Of August Moon, Jan 2004 to Dec 2004 Guest service agent

(Taj Palace’s signature Chinese restaurant serving authentic Chinese cuisine complimented along with a wide range of international wines, liquors and digestives. Tea House of August Moon is a 152 cover restaurant operating for lunch and dinner operations)

[**THE LEELA PALACE, Bangalore**](http://www.theleela.com/locations/bangalore)

* One of the leading Kempinski group of hotels in the world - Waiter From Nov 2002 to Nov 2003
* Waiter in Jamavar, Indian signature restaurant.

[**Le ROYAL MERIDIEN, Chennai**](http://www.starwoodhotels.com/lemeridien/property/overview/index.html?propertyID=1834) **–**

* Industrial Exposure Training, From Nov 01 – Feb 2002
* Undergone training regarding the basic ethics and needs of a hotel industry.

**Responsibilities:**

* Ensuring the highest standards of food and beverage service.
* Keeping control of costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Maximizing all business opportunities to drive sales.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising Guest on food and beverage selection.
* Liaising with the Chef to discuss and develop the menu.
* Overseeing client bookings & reservations.
* Organizing the daily and weekly rotas for the Restaurant’s staff.
* Purchasing stock, supplies and negotiating best prices with stores and suppliers
* Ability to create a great atmosphere & be a inspirational host.
* Monitoring sales and then writing informative reports to the food and beverage manager.

**KEY SKILLS AND COMPETENCIES**

* Strong motivational and influential people skills.
* Extensive and relevant knowledge of food and Beverage.
* Enthusiasm for creating a great service.
* An eye for detail and the ability to drive consistent brand standards.
* Experience of managing people and driving business performance.
* Experience of organizing private functions including parties and weddings etc.

**PROFESSIONAL CERTIFICATIONS**

* Certificate in First Aid training
* Certified in Fire training
* Certified in Health and Safety training
* Certified in Food Hygiene
* Certified in participation in team build
* Certified in essential of management
* Certified in leading a team
* Certified in focusing on your customer

**EDUCATIONAL QUALIFICATION**

Bsc. Degree in Hotel Management and Catering Science from Bharatiyar University 1999-2002

**PERSONAL INFORMATION**

Date of Birth : 28/03/1980

Gender : Male

Languages known : English, Hindi, Tamil, Malayalam

Nationality : Indian

**REFERENCES**

On Request