

**Prashant**

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**Aims to scale for Managerial Level Assignments in a high growth oriented organization of repute.**

**Professional Synopsis**

Over 10 years of experience in Hospitality.

Presently associated as Duty Officer – Operations.

Exceptional skills in Food and Beverage. Always worked as a team player with an ability to take initiatives. Excellent interpersonal relationship with all team members.

A thorough professional with a proactive attitude, capable of thinking in & out of the box with a proven track record, establishing networks, streamlining various work processes and creating a team work environment to enhance productivity innovatively for reputed business.

Possess expertise in working on multicultural environments with the distinction of exploring new markets for expanding businesses and streamlining operations.

* **Knowledge Domain**
* Assist the Operations Manager with the development and implementation of departmental procedures to achieve key result areas, cost savings and operational efficiencies.
* Knowledge of Profit and Loss statement.
* Dealing with the government bodies (Municipal Corporation) about the extension of the unit, plantation etc.
* Carry out yearly performance appraisals for assigned direct and indirect reports. Ensuring that staff development plans are in place and that poor performance is cascaded to the Operations Manager.
* Effectively managing all aspects of operations in allocated budget.
* Maintaining Reports and Management Information System.
* Communicate with other departments and Airline Representatives to ensure that service provided is as per laid down standards.
* Comply with Corporate Occupational Health and Safety Responsibilities Standards.
* Partnering with human resources in conducting training, disciplinary and grievances meetings, recruitments and performance management for the department employees.
* Ensure compliance to the company safety system and processes to make sure that a safe and effective environment is provided to staff and customers.
* Organising for the events like:Theme buffet, Employee of the month/quarter, Menu Tasting, Annual Day etc.
* **Business Development**
* Allocate work to assigned staff in order to ensure airline requirements are met in line with laid down specifications and hygiene standards.
* Meet with the airline representative in relation to catering uplift, pax figures and any additional service that may be requested on a flight-to-flight basis.
* Provide ramp safety classes for the operation staff.
* Ensure all airlines are provided with in-flight catering service as per laid down procedure and specification at all times.
* Conducting night audit with the Operation Manager once in a week.
* Maintain regular liaison with Administration, Flight Preparations, Ware wash& Transportation departments to ensure proper communication at all times with regards to catering uplift and special services.
* **Employee Servicing**
* Attending to supervisor / staff queries & concerns pertaining to flights operations.
* Obtaining / interacting with participants to gather their feedback on the menu development.
* Maintaining cordial relations with cabin crew / customers to sustain the profitability of the business.
* Ensure department employees are working in safe conditions and reinforcing proactive behaviour in the application of safety measures and techniques.
* **Team Management**
* Supporting chef on duty (Kitchen) / kitchen stewarding dept for the smooth operation of flights on regular intervals.
* Responsible for giving clear instructions regarding the work to be performed to team members with deadlines and quality standards.
* Conduct spot-checks at the operations section in order to ensure that food and equipment are provided as per the airline standards on schedule
* Supervise a team of Duty Supervisors and supervisors whilst leading people management initiatives like safety, cost, training, quality and service.

**Organizational Details**

* **September, 2014 (Present)**
* Allocate work to assigned staff in order to ensure airline requirements are met with in line with laid down specifications and hygiene standards.
* Liaise with the airline representative in relation to catering arrivals, VIP equipment’s, change in equipment’s.
* Ensure that the loading / offloading procedures are followed as per the laid down policy of the airlines, company and the airport security.
* Carry out spot-checks at the operations section and in order to ensure thatequipment is provided as per the airline standards on schedule.
* Regularly liaise with other departments, Flight Preparation, Kitchen, ASL to ensure that service provided is as per laid down standards.
* Check all the checklists and other relevant documents and make sure that they are completed and duly signed to maintain the records of dishwashing machine.
* Report any unresolved problems that are beyond the limits, to the Operations Manager who is on duty for appropriate action.
* Apply the Quality Policy and Quality System established in accordance with ISO 9001: 2000 international standards and execute all responsibilities according to the department work procedures while reflecting EKFC Quality Policy.
* **October, 2007 – August, 2014**

Worked as Duty Officer – Operations.

* Appointed as a British Airways Account Manager.
* Handling shifts, making of duty roaster for Duty Supervisor and for Flight Attendants.
* Managing Account for British Airways.
  + Replying to the passenger’s complaints regarding food to the London Hygiene.
  + Do Menu and food spec checks regularly to ensure food presentation / weights up to the specified standards.
  + Float & Bond inventory to be posted onto the IFX system.
  + Chefs table audit to be conducted once every 15days and report forwarded to Mr. John west. (LHR Account Manager)
  + Invoice to be checked on a daily basis and forwarded to accounts.
* Monitor soiled equipment levels on shift and report the findings to the Operations Manager.
* Review established work processes and continuously improve by eliminating waste.
* Continuously monitor overall work schedules to ensure on-time performance and internal delivery times are maintained.
* Ensure that chinaware and glassware is handled properly so that unnecessary breakages do not occur.
* Responsible for recommending and implementing continuous improvements in the Ware wash in coordination with the Operations Manager.
* **Sept - 2006 to Oct – 2007**

Worked as a ***Service Representative***

* Handled all Saudia International & Domestic Flights.
* Completed Foreign Airlines – BMI, Lufthansa, Air France, Air India, Garuda Indonesia, Royal Air Morco, And Turkish Air.
* Knowledge of all Saudi flights standards, flights polices, beverage standards, packing plan of (MD-90, 777L, 777B, 747-100, 747-300, and 747-400).
* **Oct, 2005 to Aug, 2006**

Worked with Oberoi Flights Services as a supervisor.

* Handling all International & Domestic Flights.

**Academic Credentials**

* + Successfully completed**B.Sc in Hospitality And Hotel Administration under National Council for Hotel Management, Pusa – New Delhi** in **Institute of Hotel Management – Goa.** For the academic year 2002 – 2005.
* Successfully completed six month industrial training with **ITC Grand Maratha Sheraton & Towers, Mumbai. (Oct, 2003 – Feb, 2004)**

**Personal Vitae**

Date of Birth : 28th November, 1981

Languages : English, Arabic, Hindi & Marathi

Place : Mumbai.

Date :

Signature :