**PAWAN**

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## Career Summary: -

A self-driven leader of people and processes, with a proven track of ensuring operational and financial success of an organization. Passionate and hands-on leadership approach in presenting fashionable image of the business. Diverse location and workforce dynamics along my career path has refined my skill-set in being able to confidently lead multiple and extensive Food & Beverage operational units.

## Work Experience

**Copper Chimney, Dubai Assistant Restaurant Manager (August 2018- 9th July 2019)**

* Direct responsible for front of the house and back of the house staff
* Supervising a team of 32 staff.
* Having responsibility in hiring process and training the staff.
* Closely monitor the P&L and critique every month.
* Scheduling the roaster of the staff.
* Maintaining annual vacation plan for all the staff.

## Flora Grand Hotel, Dubai, UAE Assistant Restaurant Manager (October 2016 till May 2017)

* Attending Operational Meetings every month.
* Making operational plans for the busy operational days.
* Good knowledge in MICROS, Fidelio, Birschstreet, Oasis, Operation systems, etc.
* Have a great potential to make a team in restaurant

## Marriott International, Dubai, UAE Food & Beverage Supervisor

**Pre-opening**

**(September 2013 to June 2016)**

Assisting the Ala Carte and all-day dining restaurant with all the operation process

* Good experience and lot of appreciation as an important pre-opening team member.
* Supervising the team of 24 Associates
* Set up of the whole restaurant service process in place
* Training the associates up to the Marriott Standards
* Making weekly schedule for the associates.
* Attending the Operational Meetings in the absence of the Manager
* Maintaining the inventory of the stock

## Yas Link Golf Club, Abu Dhabi, UAE Assistant Restaurant Manager (October 2012 – September 2013)

* + Supervising the F&B team to provide excellent customer service.
	+ Operating functions of F & B department.
	+ Worked along with the Manager to introduce promotional offer.
	+ Maintain daily reports and records of daily operation and revenue.
	+ Ensuring the work environment is safe for the staff.

## Courtyard by Marriott, Dubai, UAE Food & Beverage Captain

**August 2007 – October 2012**

All day dining Restaurant, Ala carte and The Bar Captain

* Supervising a team of 25 associates to provide the standardized service
* Managing Restaurant (210 covers)
* Making weekly Rota while achieving the weeklypayrollbudget.
* Responsible for staff training and have a target of 3.3 hrs each month per associate.
* Supporting Conference & Banqueting and Bar operations in busy times
* Inventory of stock and ordering each month.
* Hotel’s and Department’s Passport to Success Champion
* Constantly driving the GSS (Guest Satisfaction Survey)
* Achieved 90.06% in Brand Standard Audit in Service execution.
* In charge of training all the new associates in the department and 30, 60, 90 months review.
* Attending the weekly HOD meetings in the absence of Manager
* Associate of the month.
* Graduate in Essential Skills of Managers and Supervisors Training.

## Taj President, Mumbai Food & Beverage Captain December 2006 – July 2007

* Serve food and alcohol beverage to guest.
* Set tables according to type of events and service standard
* Answer question on menu selection.
* Communicate with kitchen regarding menu question. Length of wait, re cook orders
* Record transaction in MICROS system at time of order
* Check in with guest to ensure satisfaction with each food course and beverage

## Ramee Guest line Hotel, Mumbai Management Trainee

**June 2006 – November 2006**

Worked in the various departments to learn about the daily operations and under the supervision of the manager, In charge of keeping all the customers satisfied and fields’ complaints to ensure the hotel's customers are happy to promote repeat guests.

## Industrial Training at Ramada Plaza Palm Groove Hotel, Mumbai

Worked in Major Departments like

* Front Office
* Food and Beverage Service Department
* Kitchen

## Certificates and Achievements

 Associate of the Month, Dec 2008 Heart of the House.

 HACCP Awareness Training Certificate.

 Basic Food Hygiene Certificate.

 Certificate for the 7 ways Successful servers sell and game plan class by BOB BROWN.

 1ST Division award in degree of Bachelor of Science (Hospitality and Hotel administration).

 Class A certificate in NCC.

 100% Leadership Training (Courtyard by Marriott)

 Passport to Success Training Program

 Essential Food Safety Training

 TOPPS (Training for On-Property Program) held in JW Marriott Marquis Dubai

## Educational Background:

* + **3 Years Bachelor Degree Holder Institute of Hotel Management, Chennai, India, Hotel Management 2006**
	+ **Central Board of Secondary Education, 2003**