



***Dubai, UAE***

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**Resume for Hospitality Opportunities for Food & Beverage. Area, Operations, Manager or house keeping manager Profile**

Reference to the local sources & social media websites its came to my notice that yours steamed & reputed organization having the job opening for above mentioned job profile, therefore I would like to take this opportunity to apply for the same profile.

I’m having more than 25 + years of experience in hospitality industries for managing globally well-known food & beverage business specialized in Fine Dining, QSR, Food Court & Coffee Houses Concepts and my primarily area of responsibilities are to manage food & beverage division improve and maintain P&L, Lead day to day operations, business developments & execute new stores projects.

During my entire professional career, I was associated with franchise food & beverage operation & business developments where I had developed my experiences and skills.

It was my privilege collaborate company like Le Meridien, Starbucks coffee Gloria Jean’s Coffees and many more food & Beverage concepts in **Kuwait, Bahrain, UAE, Australia, Qatar, Djibouti & United State Of America** which I’ believed that my skills, knowledge & experiences would be additional human asset for the organization that having aims for long-term future growth & business expansion plan.

I’m aiming for reach my full potential and further growth with the organizations that looking for leader to lead and achieve their overall organization’s goal.

During my period engagement for than 25 years with various international food & beverage brands I was able to achieve company expectations by expanding their business by utilizing **my experience, knowledge, skills & leadership.**

From 2015 till Oct 2018 I was involved with my own family business as I had invested & set up my own restaurants chain in UAE and Armenia collaborations with one more investor in partnership but unfortunately due to my partner unlawful activities behavior I had to closed down and move out with huge losses therefore I’m steamily seeking for a similar or suitable job profile opportunities where I can utilize my leadership, experience, skills & knowledge to supports the organization which I’m assured this will be benefits for both the parties.

I would like to be part of company which has future expansion and growth plan with great leadership therefore I would like to request you to kindly consider me in your organizations as I can be human asset for your organization.

Recently I was return from USA where I used to manage group of multi cuisines fine dining restaurants in New Jersey & New York Since Oct 2018 till June 2019. If selected I’ will be available for join immediately.

**Know more about my Educations, Experience, Skills & Knowledge kind find bellow my resume in details.**



**Areas of Expertise, Skills& Knowledge**

|  |  |  |  |
| --- | --- | --- | --- |
| o | Annual Budgeting | o | Problems Solving |
| o | Business Planning | o | Mass Communication |
| o | Market Research | o | Leadership Management |
| o | Negotiation | o | Team Engagement |
| o Developing & SOP Executions | | o | Coaching & Developing Peoples |
| o Working to strict deadlines | | o | Recruiting Quality Peoples |
| o | Organizational | o | Multinational team leading ability |
| o | Peoples skills | o | Project Management & Executions |
|  |  | o | Team engagement |

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| --- | --- | --- | --- |
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|  |  | **Working Experiences** |  |
|  |  | **United Arab Emirates** |  |
|  | **Dates:** | **30th Jan 2015 to 28th Oct 2018** | |
|  | **Designation:** | **Managing Director** | |
|  | **Division:** | **Food & Beverage** | |
|  | **Reporting:** | **Self Employed** | |



**Self Employed**

**Managing my own restaurants business**

**Dates:**

**Designation:**

**Division:**

**Reporting:**

**Edison, New Jersey, USA**

**28th Oct 18 to 15th June 19**

**Group Operations Manager**

**Food & Beverage**

**Managing Director Mr D.K Arora**

**Duty & Responsibilities**

* Responsible & Accountable for managing 12 individuals fine dining restaurants & catering operations by following guidelines communication from managing director and maintain his top line expectations.
* Conducting weekly & monthly meeting with individual restaurants concepts head /general managers and share outcome with managing director on weekly & monthly basis.
* Implement cost effective systems by controlling over capital, operating expenditures, manpower, wages and salaries as well as systematic recoding in & out consumption good to cogs improvements as well as bottom line profit margin.
* Provide leadership training to accomplish & achieve overall goals and objectives of the company.
* Monitor the central kitchen production team and make sure that quality product has been produced & delivered within timely & hygiene manner as well as guide hygiene procedure
* Ensure timely implementation and follow the proper restaurant operations procedure and provide highest standard of customers service.
* During the strategy plan & development process in compliance with the established policy and procedures.
* Implements monthly inventory practices for individual restaurant verifying variances that the items recorded under equipment SKU code on company's books are physically present at the individual stores’ locations for audit purpose and as required by the Managing Director.

**Bukhowa Investments LLC:**

**Dates:**

**Designation:**

**Division:**

**Reporting:**



**Middle East**

**15th Oct 11 to 30th Jan 15**

**Group Operations Manager**

**Food & Beverage**

**Managing Director. Mr. Omar**



**Duty & Responsabilités** 



* + Managing operation and business development by analyzing, review and focusing on potential opportunities to achieve smooth operations and business expansion to achieve Top line & Bottom line.
  + Implements menu engineering and price improvement for UEA, Qatar & Djibouti.
  + Analyzing and creating annual business plan by keeping in mind country ongoing activities within individual markets competitors.
  + Planning for visits and conduct weekly & monthly meeting with individual managers and share outcome with managing director on monthly basis.
  + Impalements and assign external mystery shopper and analyzing weakness & strength points with individual manager for improvement of cleanliness, customers’ service and positives impact on business as well as preparing action plans.
* Implement cost effective systems by controlling over capital, operating expenditures, manpower, wages and salaries as well as cogs to improved bottom line profit margin.
* Monitor and manage central kitchen production with kitchen team and make sure that quality product has been produced and deliver within timely & hygiene manner to the individual business units.
* Ensure the prompt implementation of financial and contractual and approvals for every project activities and prompt review for quotation &payment approval.
* Conduct periodic operations excellence review for individual markets to identify opportunities for improve terms of team members, customers & business.
* Review and maintain Area, Multi Units & Store Managers’ annual performance to keep motivations, and productivity by ensuring their annual appraisal effectively used, learning material systems are in place and functioning well to achieved better financial results.
* Plan for annual recruitment requirement coordinating with human resources base on business requirement and resourcing manpower from local & overseas market by selecting young fresh & career oriental candidates.
* Conducting & reviewing monthly & annual inventory report for individual markets and field offices verifying that the items recorded under equipment SKU code on company's books are physically present at the individual market’s locations for audit purpose and as required by the managing director.

**Al Khaja Hospitality Group LLC:**

**Date:**

**Division:**

**Designation:**

**Reporting:**



**United Arab Emirates**

**15th Aug 08 to 30thSep 11**

**Gloria Jean’s Coffees & Hediard**

**Operations Manager**

**F&B Group Director, Mr .Andy**



**Duty & Responsabilités**

* Overlooking Gloria Jeans Coffees & Hediard Cafe business by following with Gloria Jean’s Coffees International head office in Sydney Australia and Hediard head office in Paris and maintaining business relationship with local market franchise owner, company Al Khaja hospitality group.
* Implements focus and manage each & every business unites top-line & bottom-line as well as maintaining highest standard of customers service by setting up clean, healthier & friendly working environments in each & every business units.
* Enhancing and focus on store & area managements training & development for individuals’ area by providing appropriate training tools to identified individual weakness and strength for preparing internal managements requirements for future growth.
* Manages & maintain brand capital investments asset inventories on quarterly basis.
* Review store design help of international store design team and track annual store opening plans as well as lead the project and execute.
* Implements for **Associate Awards** as necessary for well performers team members, supervisors & managers to motivate their moral up and productivities.
* Conduct periodic reviews of operations excellence to identify opportunities for improvements in operations.
* Coordinated with local Advertising Agency to design, develop and implement, advertisements & promotional

activities for promoting the brands through indoor & outdoor marketing..

* Reviewing monthly & annual inventory report and verifythe items recorded under equipment code on head office system are physically present.

**M.H Al Shaya Group:**

**Dates:**

**Divisions:**

**Designation:**

**Reporting:**



**Middle East**

**28th Oct 98 to 30th Aug 08**

**Starbucks Coffee, ME**

**District Operations Manager**

**Director of Ops, Mr. Judd Wills**



**Duties & Responsabilités**

* Manage day to day operations for more than 12 individual businesses unites & maintained overall brands objectives and report to head of operations manager.
* Direct responsible for achieving district Sales **Revenue Budget** set and given by the head office Management including profitability forecast for current financial year.
* Analyze existing methods, and follow the existing systems, company policies and procedures to re-direct operations to achieve better financial results.
* Creates a clean working environment that supports organization, brand values and awareness.
* Assist HRD in recruits, coach and mentored top-tier, local & international manpower of highly competent professionals for the company to achieve corporate objective.
* Accomplishments included consistently increasing foot falls by reorganizing individual stores and multi unit’s manager performance resulting in positives indicator in achieving growth in sales as well as excellence customer service.
* Objectives to achieving given budget with minimize cogs and maximize bottom line by focusing selling high profitable product.
* Resolved staff and customer grievances. Increased productivity by stabilizing staffing levels and implementing training & development plan & keep learning environments within the district.
* Review order / purchase food/beverages and supplies and managed vendors negotiations.
* Conduct internal and external customer opinion survey for enhancing & focusing customer service.
* Implemented cost savings standards and increased sales and profit margins tremendously.
* Improved quality and line of food menu by initiating & Introduced **Lenotre Paris (Food supplier)** which helped the brand in achieving its objective to serve the standards quality food lineup in all over Middle East
* Initiated & organized charity event like – Terry Fox Run, local blood donation campaign thus contributed to one of the guiding principlesof the Starbucks coffee international.
* Implemented reward scheme like **partners of the month & year award** which increased employees’ morale significantly and help company to achieved positives financial results.
* Increased overall district profitability from **18.8 % to 32.5 %** by maintaining a high level of customer satisfaction through attention to detail in defining needs whichreduced overall operating expenses cost by

**6.25%.**

* Analyze information concerning facilities operation, such as daily sales, patron attendance, labor costs and competitors on going activities in order to prepare annual budget.
* Joined the company as **Lead Barista** on 31st Oct 1998 and promoted as **Asst Manager** in 15thOct-1999 advanced to the position of **Store Manager** in 30th Jan 2001, Elevated to the position of **Multi-Unit** **Manager** on 15thMarch 2003. And promoted as **Area Manager** in 2004 and **District Manager** in 30thJune2006 till 31st July 2008.
* In 2008 company had offered me to move KSA as Assistant operations manager opportunities which I couldn’t accept and voluntarily resigned due to my family’s responsibilities here in UAE.

**Al Naffisi Hospitality Holding LLC:**

**Brand :**

**Date :**

**Désignation :**

**Reporting :**



**Kuwait**

**Le Méridien Hôtel**

**1st Apr 90 to 30th Sep 98**

**Restaurant Manager**

**F&B Manager, Mr. Andrew**

**Duty & Responsabilités**

* Managing one of the best and busiest steak house in the country (**The Terrace Grill)** Restaurant in kuwait with team of 12 service members excluding kitchen team reports directly to F&B Manager.
* Achieved & maintained overall profitability significantly by offering value added menu selection packages to in house & local loyal customers, maintaining high level of excellence customer service satisfaction through attention to detail in defining and focusing individual customers’ expectations and needs.

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* Implemented cost savings standards and increased sales and profit margins by suggestive selling add one sale.
* Resolved individual team members’ grievances by listening internal external challenges they were facing.
* Increased productivity by stabilizing staffing levels and implementing training & development process for individual team members and track their learning up-to-date for future internal promotions & growth.
* Conduct the competitors’ activities survey and developed a new menu program by keeping in mind cost effectiveness of the operations as well as followed hotel operating process.
* Planned, coordinated and managed special events and campaigns to enhance additional restaurant revenue.
* Conduct annual performance appraisal for restaurant service team and provides feedback to F&B manager.
* Joined Hotel as Captain on 10th April 1991, Promoted as Assistant Banquet Manager in 25th August 1993 and subsequently promoted to as Restaurant Manager in 1996 worked till 30th Sept 1998.

**Al Homaizi Food Stuff Company WLL:**

**Department:**

**Date:**

**Designation:**

**Reporting:**



**Kuwait**

**Arby’s/ Pizza Hut**

**15th Apr 89 – 28th Dec 90**

**Kitchen Supervisor**

**Restaurant Manager**

**Duty & Responsibilities**

* Supervised the floor operations of famous roast beef QSR concept **Arby’s** from ATLANTA as well as **Pizza Hut** brand in Kuwait City
* Monitor Staff performance, customer service, daily inventory of all food, service ware, and other items.
* Assisted to the restaurant manager in managing additional daily activities in operation’s needs. As well as coordinated and managed take away services.
* Making weekly schedules of 15 team members and follow up performance on weekly and monthly basic:
* Enhance and focus on excellence customer service to increase foot falls and sales revenue volume.
* Ensured to meet corporate service standards and restaurant policies and procedures with international SOP
* Inspect & taste prepared items to maintain quality standards and sanitation hygiene regulations and standards.
* Implemented training courses for new recruits for each station and developed them accordingly requirement.

**Hotel Dubai Plaza:**

**Date:**

**Department:**

**Designation:**

**Reporting:**

**Dubai, UAE**

**10th Apr 87 to 10thJan 89**

**Food & Beverage**

**Captain Waiter/Bar Man**

**Restaurant Manager**

**Duty & Responsibilities**

* Directing, Managing and controlling the activities of 4 subordinates engaged in managing the complete Cafe and Bar Operations, ensuring all aspects of the Bar and Cafeis efficiently and effectively managed during my shift.
* Make sure that each & every customers received enhance customers service.
* Supervised the Bar Counter operations. Support &Performed inventory of all liquor, beer/wine, glassware, and other items in the bar.
* Reduced spoilage and inventory. Implement cost cutting measures, for example reduced staff after evaluating needs.
* Planned, coordinated and implemented enhancing sales revenue /image of the outlet and overall financial performance report to restaurant manager on daily basis.



**Education & Qualification**

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| 1. | Higher Secondary Education 10+2 from Kendriya Vidyalaya: Pune Maharashtra Board | 1982 |
| 2. | Bachelor of Arts Final, from Delhi University, Delhi, India | 1985 |
| 3. | National Apprenticeship Certification from National Council for Vocational Training | 1986 |
| 4. | Completion of Leadership Certifications from Le Meridian Hotel Kuwait | 1995 |
| 5. | Received Employees of the Month & Year from Hotel Le Meridian Kuwait | 1995 |
| 6. | Attendance Certification for F&B up selling skills | 1997 |
| 7. | Received Appreciation Letter from HE Johnny Young Ambassador of USA | 2001 |
| 8. | Various Management Certification in F&B Services, P&L & Operations | 2001 |
| 9. | Received Certificates as Certified Coffee Master from Starbucks coffee, USA | 2002 |
| 10. | Completions of Retail Management Certificates from Al Shaya | 2003 |
| 11. | Graduate as a coffee expert from Coffee University Sydney, Australia | 2009 |
| 12. | MBA program in Hotel & Restaurant management from online HRM institutes | 2012 |
| 13. | Food safety & Hygiene Certificates from Dubai Municipality | 2014 |



**Professional Skills & Knowledge**

* Highly talented professional with quantifiable achievements in management of operational, business developments, coaching & project management activities in the **HOSPITALITY INDUSTRIES.**
* Strong qualifications in all areas of strategic planning, budgeting and forecasting revenues and expenses, sales strategies, business development,project management, highly dedication for F& B operations, customer service, human resources, and P&L.
* Proven ability to turnaround underperforming operations issues
* Lead as ahead of operations managerial profile and capacity, providing foresight and direction in strategic planning and executing successful and cohesivesales, marketing & operational management strategies for Franchises ofWorld’s leading **HOTELS/ COFFEE HOUSE, QSR & FINE** **DINING RESTAURANTS** in**Middle East, Africa, Australia and USA**.
* Currently I’m based in dubai and looking for similar or suitable jobprofile opportunities available across the middle east market based on my experience and qualifications.
* I’m holding UAEdriving licence as well as valid UAE transferable residence visa till April 2020
* I’m a creative thinker with effective communication skills. Respected leader of diverse creative teams, innovator of programs /collateral proven to outdistance competition, strategist, key resource, and problem solver for senior executive colleagues. Strongly self-motivated, enthusiastic, and committed to apply professional excellence to achieve the company’s common goals.



**Personal information**

**Nationality:**

**Date of Birth:**

**Languages:**

**Visa Status:**

**Available:**

**Indian**

**21st Nov 1963**

**English, Arabic, Urdu, Nepalese, Bengali**

**Transferable**

**Immediately**

**Hobbies & Interest**

Long drives, playing chess, playing football, listening old classical music, learning different languages travelling around the world and meet new peoples as well as supports needy peoples who really needs help.