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**ABHIJIT**

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**MANAGEMENT PROFILE - HOSPITALITY**

**Snapshot:**

Result oriented professional with 15+ years of experience in restaurant operations. Currently functioning as Restaurant Manager in Dubai, all day dining restaurant as an independent concept outlet and revenue generator, seeking challenging Managerial Assignments with wonderful Training and Human Resource team.

* Significant exposure in Business Expansion, Quality Compliance, Project Management, Budgeting & Cost Control, Training & Development.
* Well versed in various facets of Food & Beverage, Menu Engineering, Wines, International Cuisine, sales & Marketing.
* Proficient in all types of Beverage preparation including International Cocktails and service, Champagnes, Wines, Liquors etc.
* Liaise with Chefs in preparing attractive menus featuring upscale cuisine.
* Thrive on Challenges and quickly adapt to New Environments and Responsibilities.

|  |  |  |
| --- | --- | --- |
| **Core Competencies:** |  |  |
| \*Food & Beverage Management | \*Business Development | \*Revenue Management |
| \*Budget Control | \*Quality Assurance | \*Training & Development |
| \*Team Management | \*Customer Relationship Management |

**ACADEMICS**

3 years Diploma in Hotel Management from Rizvi College of Hotel Management & Catering Technology, Mumbai, India, 2004

**ACCOMPLISHMENTS**

Recipient of WSET Level 2 Award in Wines and Spirits in Dubai (2013)

**PROFESSIONAL EXPERIENCE**

(Pre- Opening Restaurant Manager, August 2017 till date)

 **restaurant awards achieved till date:**

* ‘Best Luxury Hotel Casual Dining Restaurant Worldwide’- Hotel of the Year Awards 2019
* ‘Best Themed Restaurant of the Year’- Masala Food Awards 2019
* **‘**Highly Commended Restaurant Manager of the Year’- Caterer Awards 2019
* ‘Certificate of Excellence 2019 Winner’- TripAdvisor
* **‘**Restaurant Manager of the Year’- The Leaders in F&B Awards 2018
* ‘Restaurant of The Year’- Middle East Hospitality Awards 2018
* ‘New Restaurant of the Year’ - BBC Good Food Middle East 2018
* ‘Restaurant of the Year (Indian)’ - Silver Award- Middle East Hospitality Excellence Award 2018

**Internal Achievements:**

* Leader of the Month- July 2018
* Best Hotel Team Of Quarter- Little Miss India (October 2018)

**Job Profile:**

* Enhance guest satisfaction through prompt resolution of issues & qualitative service delivery.
* Develop and maintain productive business relationship with existing clients, prospects aimed at identification, development of new business opportunities.
* Guide team members in ensuring compliance to organizational standards.
* Optimize resource utilization and streamline operations aimed at maximizing productivity.
* Co-ordinate with the senior management in implementing various process improvement initiatives, updating SOP’s with regards to restaurant operations.
* Maintain regular interaction with outlet chef with regards to menus, special requests and menu engineering.
* Focus on day to day opening & closing of checklists and monitoring of weekly cleaning schedules.
* Conduct pre-shift meetings with front-of-the-House staff such as service staff, kitchen, bar and reception team.
* Involved in bar & wine menu engineering.
* Negotiate with suppliers with regards to procurement of items including food, beverages, equipment and supplies.
* Ensure compliance to cost & hygiene standards in maintenance of restaurant & equipment’s.
* Maintained expenses below budget through accurate planning waste reduction and purchasing with cost effective operating procedures.
* Trained service staff to enhance customer service and increase profits by suggestive selling products.
* Hire, train and supervise management team, delivered periodic performance evaluation.
* Attracts patrons by developing and implementing marketing, advertising and public, evaluating program results, identifying and tracking changing demands.

Overlooking Flow Kitchen, All day dining restaurant operation by looking it as an independent concept outlet and revenue generator. Overall responsibility for directing the daily operations of the restaurant, ensuring compliance with company standards in all areas of operation, including product preparation and delivery, customer relations, restaurant maintenance and repair, inventory management, team management.

**MINT LEAF OF LONDON, DIFC, DUBAI, UAE**

(Pre-opening Restaurant General Manager August 2014 –February 2017)

**Job Profile:**

* Meets restaurant financial objectives by developing financing, establishing banking relationships, preparing strategic and annual forecasts and budgets, analyzing variances, initiating corrective actions, establishing and monitoring financial controls, developing and implementing strategies to increase average meal checks.
* 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 patron 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.
* Maintains standards to ensure that the customer experience is efficient, effective and hospitable.
* Conversant with the current suppliers, ordering process, time scales to delivery and shelf life of all products.
* Technical understanding of the recipe costing, GP figures and menu planning and development.
* Ensure that all colleagues have attained and retained the correct knowledge to complete the paperwork required for their station.
* Responsible and accountable for ensuring that all monies are safe guarded at all times and that all paper work is completed in accordance with company policy.
* Sign off and approve orders to ensure that all orders are in line with the budget and stock requirements.
* Ensure that colleagues who are authorized to place orders followed the correct procedures.
* Ensures that all maintenance issues are rectified as soon as possible by taking responsibility for any quotes required.
* Fully supports the Sous Chef or Head Chef with managing the kitchen team and operations.
* Conversant with the local laws and customs regarding the serving of alcohol and in particular the variations regarding the license under which his/her restaurant operates.
* Regularly sets targets and ensure the team members are capable and incentivized to achieve these targets.
* Ensures that all complaints are dealt with correctly and in a timely manner.

**EARLIER ASSIGNMENTS**

**ROYAL CHINA, CANTONESE RESTAURANT, DIFC, DUBAI, UAE**

(Pre-Opening Restaurant Manager, March 2011 – August 2014 / Best Chinese Restaurant 2013 by Timeout, Dubai)

**MANGO TREE, THAI RESTAURANT, SOUK AL BAHAR, DUBAI, UAE**

(Pre-Opening Assistant Restaurant Manager, February 2009- March 2011)

**JUMEIRAH BEACH HOTEL, DUBAI, UAE**

(Supervisor, February 2006 – February 2009)

**REGENT PALACE HOTEL, DUBAI, UAE**

(Waiter/ Bartender, September 2004 – January 2006)

**PROFESSIONAL DEVELOPMENT**

* Certified Group Trainer, Jumeirah Beach Hotel, Dubai, UAE
* Recipient of WSET Level 2 Award in Wines and Spirits in Dubai (2013)
* Certified Food Safety Course for Persons In Charge (PIC)
* HACCP Level 3 Certified
* Basic Food Hygiene

**Date of Birth: 09th July 1983; Languages Known: English, Hindi and Marathi**

 **Reference Available on Request**