***Personal Information:***

**Curriculum Vitae**

**Title** : Restaurant Supervisor

**Nationality** : Ukranian

**D.O.B** : 01 August 1978

**Maritial Status** : Single

***Career Objective:***

I am a talented and professional with extensive knowledge in the hospitality industry; working as a chef cook , dining room supervisor ; assistant restaurant manager in addition to managing a restaurant in DWC Jebel Ali ; in addition to many years of experience on cruise ships catering to more than 1,000 guests . With more than 15 years in experience in F & B ; I have a track record of maximizing guests satisfaction while maintaining high standards of food and service . I am seeking a new challenging managerial position, to utilize my existing skills and experience. My command in 5 major languages (English,German,French,Ukranian,Russian) is a key factor that facilitates my duty dealing with diverse clients in multi-cultural work environments .

***Education:***

**2008-2012:**

**Engineer Technologists.**

Odessa National Academy of Food, Odessa Ukraine

***1995-1999:***

***Odessa National University (Mechnikova)***

***1998-2001:***

***Odessa National Maritime College : Hospitality (cook & waiter)***

***Profession Experiences:***

**Aug 2014 till Aug 2015**

**Janfen restaurant in DWC**

Restaurant manager International cuisine Operations manager

**Nov 2013 to August 2014:**

**Restaurant Supervisor,**

Job Description:

 Assist the restaurant manager to manage all aspects of the outlet including selection, development and performance management of colleagues, optimizing profits and increasing sales.

 Assist in managing scheduled shifts ensuring guest satisfaction

 Resume full responsibility of the outlet in the absence of the restaurant manager.

 Monitor effectiveness of workflow & sequence of service during service periods and provides hands on support as and when required.

 Monitor customer satisfaction and respond to customer feedback and complaints ensuring procedures for complaint handling are followed.

 Maintain & actively use a database of customer details / history and other strategies that assist in guest recognition.

 Conduct performance evaluation of colleagues, training of colleagues, guidance, coaching and

counseling of colleagues.

 Provide constant coaching, counseling and discipline to colleagues to ensure their capability to meet the needs of the customer and the organization.

 Monitor manning to ensure sufficiency for the department to meet the

 needs of the organization and customer.

 Attend & actively participate in daily & weekly Food and Beverage Briefings / meetings, ensuring all colleagues receive the information necessary to perform their jobs.

 Train all colleagues in suggestive selling and up-selling techniques to assist in achieving maximize profitability.

 Develop and update F&B knowledge of all colleagues on a regular basis.

 Ensure opening & closing checklists are completed on a daily basis.

 Monitor completion of weekly cleaning schedules.

 Monitor breakage of chinaware and glassware and implement strategies to reduce where possible.

 Ensure that all furniture, equipment, utensils and silverware used in the outlet is accounted for, properly handled and serviced, and maintained to prevent excessive wear and tear.

 Attend to any other tasks defined by restaurant manager.

**June.2012 -Nov2013:**

**Restaurant Supervisor, Company**.

 Assist the restaurant manager to manage all aspects of the outlet including selection, development and performance management of colleagues, optimizing profits and increasing sales.

 Assist in managing scheduled shifts ensuring guest satisfaction

 Resume full responsibility of the outlet in the absence of the restaurant manager.

 Monitor effectiveness of workflow & sequence of service during service periods and provides hands on support as and when required.

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 Monitor breakage of chinaware and glassware and implement strategies to reduce where possible.

 Ensure that all furniture, equipment, utensils and silverware used in the outlet is accounted for, properly handled and serviced, and maintained to prevent excessive wear and tear.

 Attend to any other tasks defined by restaurant manager.

 Responsible to construct full steel fabrication factory with staff accommodation, overseeing and executing ongoing projects in accordance with contract conditions, schedules and budget limits.

**Mar.2012- June. 2012:**

**Head Waitress, Passenger ship Princess Daphne, Company.**

 Run a food and beverage service that is highly responsive to Guest feedback, in compliance with all regulations, and operating efficiently and cost-effective

 Review and evaluate Guest feedback and react accordingly ensuring all compliments and

complaints are responded to in a timely and appropriate manner

 Ensure all Guests are welcomed in a polite and friendly manner and receive the utmost attention at all times

 Maintain the standards of presentation and levels of service to a level that achieves and exceeds Company Standards, meets Health, Safety and Hygiene standards and complies with Company Safety, Maintain high standards of comfort, cleanliness, and hygiene throughout the

department.

 Set and maintain the highest standards of dress appearance and hygiene

 at all times in line with Colleague personal Presentation Standards.

 Maintain set restaurant standards and ensure that the highest standards of food and beverage quality and service are achieved in the restaurant

 Maintain a service-level in the restaurant with an emphasis on high quality, efficiency

 Demonstrate perfect knowledge of all food and beverages served in the restaurant and their preparation and presentation

 Deal with sudden staff shortages as a result of absenteeism and report all absences according to

Company Attendance.

**February .2011-Nov.2011:**

**Waitress**, Passenger Ship Ocean Countess, Shipping Company.

**Jul.2010- Nov.2010:**

**Waitress**, Passenger Ship Marco Polo, Shipping Company.

**Feb.2009-Nov.2009:**

Waitress, Passenger Ship Aquamarine, Louis Cruise Line. Greece.

 Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.

 Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures.

 Set tables according to type of event and service standards, including types of linens, glassware, plate/chinaware, and silver/flatware, ensuring all supplies meet quality standards

 Provide service to customers.

 Serve food and beverages.

 Presentation of daily specials.

 Make sure customers receive the proper service.

 Ensure timely delivery of all food & beverage items to the customers.

 Looking after guests with special needs like dietary requirements, allergies, and mobility etc.

 Effectively coach the Junior Waiter by providing targeted and training in all training in all aspects of the role

 Minimize overall costs by always handling and storing equipment and supplies with care.

 Always follow all Company guidelines, policies, and procedures.

 Support Assistant Manager in the daily operation and work.

***Computer Skills***

MS Office (Word, Excel), Email & Internet applications.

***Training***Johannesburg; South Africa : Restaurant Managers School

***Certification***

HASSP (Level 1 , Level 2)

***Languages:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **English** | **Russian** | **Ukrainian** | **German** | **French** |
| **Reading** | Excellent | Excellent | Excellent | Good | Good |
| **Writing** | Excellent | Excellent | Excellent | Good | Poor |

**First Name of Application CV No:** **457782**

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