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To build up on the latest trend of skills and to abreast with hospitality especially in F&B services. Seeking a challenging job, this would enhance my abilities and enable me to work to achieve common goals of the organization. Since dedicatedly I have been in field of hotel industry where I am providing hospitality to my guest. Therefore I am looking forward for any suitable post in your esteemed organization.

**Duties & Responsibilities**

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**FUDDRUCKERS (Casual dining Restaurant) May 2008 to Dec 2014**

**Manager**

* Restaurant in-charge.
* Achieving targets given \ set.
* Staffing and duty Schedule.
* Monitoring Guest Service and guest relation.
* Handling queries and complaints necessary.
* Implementing new menu items and drinks.
* Ensure standard of food & beverages service.
* Consignment imported order for upcoming months
* Taking responsibility for the business performance of the restaurant.
* Analysing and planning restaurant sales levels and profitability.
* Organising marketing activities, such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Creating and executing plans for department sales, profit and staff development.
* Setting budgets and/or agreeing them with senior management.
* Planning and coordinating menus.
* Obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager and Duty Manager.

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**CARAVAN BUKHRA (Indian Fine Dining) Sep 2007 to April 2008**

**Assistant Manager**

* Take responsibility for the running of those outlets in the absence of the Restaurant Manager.
* To be alert and ensure that the service is at all times performed in a professional manner and to the style as specified by the Company.
* Assist the Restaurant Manager in the administration of the Restaurant.
* Communicate and assist the Restaurant Manager in disciplinary matters.
* To be aware of and promote all services offered in the Hotel.
* Ensure that all guests’ wishes are met so far as is reasonably possible.
* Ensure that all staff calls guests by their correct names and title.
* To liaise with other Departments.
* Assist the Restaurant Manager in keeping the staff informed of the Hotel and Restaurant objectives and standards.
* Make sure that Company Policy and the Vision are followed at all times.
* To organise and supervise correct mise en place for the Restaurant and Room Service areas.
* To liaise with Reception and Reservations re. Table reservations and special requests.
* Obtain feedback from guests and to use this to improve service and to pass on such to the Restaurant Manager and Duty Manager.

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**AL TAZAJ RESTAURANT June 2007 to Aug 2007 Assistant Manager**

* To show a constant united front of management to the staff.
* Effectively manage the restaurant in the absence of the Restaurant Manager.
* Manage operations with passion, integrity, and knowledge while promoting the culture and values of the Silo.
* Implement new company policies and procedures by developing plans and instructing staff.
* Provide direction to shift leaders, and staff to achieve restaurant goals.
* Consistently review operations and staff to identify any problems, concerns, and opportunities for improvement.
* Provide coaching and feedback to managers and staff and assess performance on an ongoing basis.
* Create a positive guest experience by delivering a high level of service and ensuring all staff engages guests to understand their needs and exceed expectation.
* To ensure that the Restaurant and Room Service areas are maintained to a high standard of cleanliness.
* To ensure that all appliances, fixtures and fittings are safe and work in accordance with Health & Safety regulations and report any faults to the Restaurant Manager or duty Manager any faults, as well as completing maintenance requests.
* To be fully aware of the Hotels Fire Safety procedures and Health and Safety regulations.
* Identify and delegate responsibilities to shift leaders and staff to ensure objectives are met and excellent service is consistently achieved.

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**PONDEROSA (a division of Metro Media American Franchise) Apr 2005 to May 2007**

**Assistant Manager**

* Consistently monitor product and labour costs to remain within goals.
* Solicit guest feedback to understand the needs and wants of customers.
* Train and coach staff on guest services principles and practices.
* Follow the Silo Restaurant policies and procedures, including those for cash handing and safety/security.
* Monitor and maintain the Micros POS System.
* Assist in new menu implementation.
* Develop and implement creative solutions to areas of improvement.
* Assist in conducting staff and daily pre-shift meetings.
* Assist in any areas of the restaurant when staffing constraints require.
* Identify employee weaknesses and retrain as necessary.
* Evaluate performance and recommend salary increase, incentives for all.
* Assist and provide training to staff members and offer incentives when necessary.
* Maintain and ensure compliance to established food quality and standards.



**PONDEROSA (a division of Metro Media American Franchise) 2003 to Mar 2005**

**Supervisor**

* Performs other duties as assigned.
* Ensures all opening, closing and running side work is completed on a daily basis.
* Working quickly and independently to resolve operational and/or guest issues when necessary, ensuring proper follow through and excellence in creating a memorable experience for restaurant guests.
* Provides leadership to restaurant service team through frequent training on fine dining table service, wine presentation and education on restaurant beverage menu.
* Developing and implementing cost saving and profit enhancing measures.
* Evaluating steps of service procedures, reviewing standards, identifying methods for increasing efficiency or effectiveness and responding proactively to challenges that arise.

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**PONDEROSA (a division of Metro Media American Franchise) Feb2001 to 2003**

**Cashier**

* Perform ongoing duties.
* Perform operating procedures.
* Follow proper Guest service techniques.
* Accept payments.
* Follow additional key tips.
* Handle Guest relations issues and inform a manager.
* Train and guide other Cashiers as requested by your manager.
* Perform other tasks as assigned by your manager.
* Perform closing procedures.
* Depart from work.
* Follow sanitation guidelines.
* Adhere to safety procedures.
* Practice cost-cutting measures.
* Pitch in and work as part of a team.
* Monitors orders and ensures their prompt delivery.
* Perform opening procedures.
* Transfers orders to the kitchen to ensure their preparation.



**MACFAST FOOD Restaurant - Bangalore Apr 1998 to Dec 2000**

**Waiter**

* Maintains excellent grooming standard at all times.
* Replenishes supply of linen and other Operating equipment.
* Obtains requested items from the storeroom.
* Keeps general appearance and maintenance of Restaurant working areas.
* Follows correct sequence of service outlined in the Standard Operating Manual.
* Sets up tables in accordance with Restaurant policy.
* Cleans and removes dishes from the table after service is completed.
* Transports soiled dishes from dining room to kitchen and depositing them in proper placing at the Steward area.
* Cleans all spillage during mealtime and at closing.
* Maintains cleanliness and mise-en-place level at working station and service pantry for smooth operation.

**Educational Qualification **

BA Degree - Kerala University

Diploma in Hotel Management

VANI School of Hotel Management, Changanasseri (Approved by KTDC, Govt. of Kerala)

**Declaration**

Details providing above are all true and to the best of my knowledge and I am looking forward for a positive response.