**Organization: Raviz Center Point Hotel, Dubai (109 Guest Rooms)**

**Role: Assistant Restaurant Manager**

**Reporting to: General Manager**

**Period: March, 2015 till continuing**

**Job Profile:**

* Looking after All Day Dinning -Taste(96 covers) & Pan Asian Restaurant-Oriental (42 covers)
* Looking after daily operations, menu designing, ensuring budgets are met and exceeded and guest delight is taken as top priority by exceeding their expectations and achieving guest satisfaction scores as required(benchmark>87%)
* Meet all the guests and seek constructive feedback and share it with the team and to General Manager, to improve incessantly in outlet operations and maintain business levels
* Responsible for driving outlet Promotions in liaison with General Manager and be a marketing ambassador for Taste restaurant to increase awareness amongst guests through personal calls/emails and guest relations
* Responsible for reviewing P&L to achieve budgeted profitability and for controlling expenses simultaneously without cutting corners and function as an effective Business Leader and cascade same down the line
* Develop team members through on the Job Trainings and conducting various workshop
* Ensuring every single team members’ maximum productivity and efficiency at work
* Maintaining a positive work-life balance for all associates’ through team outings and activities
* Take all guests feedback for overall stay at RCPH, during meal periods and share with concerned department immediately to rectify any issue before the guest checks out.
* Re visiting the outlet checklists with Supervisors and action any deviations
* Introduced a box with APPRECIATION and another box with IDEAS to pen down appreciations for each other within the team, and put down any idea anyone comes up with any moment
* Monitoring/Controlling outlet costs effectively and sharing all reports with Cost Controls team pro-actively
* Continuous enhancement of offerings with regards to menu/buffet and guest amenities within the outlet, directly influencing revenues and guest satisfaction

**Organization: Crowne Plaza Greater, India (398 Guest rooms)**

**Role: Team Leader (Pre-Opening Team Member)**

**Reporting to: Restaurant Manager F&B**

**Period: 16th September 2013 till 16thJanuary 2015**

**Job Profile:**

* Looked after All Day Dinning (276 covers), Italian & Chinese specialty restaurant 'ChaoBella' of 96 covers ,Bar Lounge 'Connexions' as Bar In charge with 67covers and Banquets & Conferencing of 47000 sq. ft. as an Event In charge.
* Meet all the guests and seek constructive feedback and share it with the team and Outlet Manager, to improve incessantly in outlet operations and maintain business levels
* Responsible for reviewing P&L to achieve budgeted profitability and for controlling expenses simultaneously without cutting corners and function as an effective Business Leader and cascade same down the line
* Develop team members through on the Job Trainings and conducting various workshops
* Initiate outlet snag list every week for product upkeep at par with IHG standards and share with Restaurant Manager
* Managing & Arranging the Events & Conferences as an In Charge by studying detailed Function Prospectus in liaison with Banquet manager and cascade the information to the team of more than 40 members.
* Presenting the banquet rooms and amenities and handling meetings on Con-Call with the Corporate heads and Event Hosts in liaison with the Banquet Manager and Crowne Meeting Manager

**Organization: Jay Pee Greens Golf & SPA Resort Greater India (175 Guest rooms)**

**Role: Catering Assistant**

**Reporting to: Restaurant Manager F&B**

**Period: 09th May 2011 till 30th March 2012**

**Job Profile:**

* Looked after Banquets (25000 sq. ft.), Chinese Specialty restaurant(96 covers),Matrix-the bar Lounge(48 Covers) as the Senior Supervisor
* Responsible to achieve and exceed budgeted revenue targets for the outlet and Guest satisfaction survey scores as per company standards
* Responsible for setting up the designated outlets as per brand standards and self-innovative skills and experience
* Responsible for training and development of team members by planning training calendars on fortnightly basis, based on need and carrying out continuous training sessions
* Ensure S.O.P’s, Brand standards are filtered to team members on regular basis and are followed stringently in operations
* Conduct Brand Standard audits in liaison with Restaurant Manager, weekly to ensure team members follow them to desired levels
* Organize team activities, Departmental Communication Cascade to foster co-operation and communication within the department

**Organization: Vivanta by Taj India (180 rooms)**

**Role: F&B Supervisor**

**Reporting to: Restaurant Manager**

**Period: 06th January, 2012 till 10th of September, 2012**

* Worked in All Day dining restaurant, Chinese Specialty restaurant

**Organization: The Oberoi Amarvilas, India (102 rooms)**

**Role: F&B Assistant**

**Reporting to: Restaurant Supervisor**

**Period: 1st October 2009 till 1st January, 2012**

* Worked in All day dining restaurant, Chinese Specialty restaurant, In Room Dining, Pool Bar

**PERSONAL INFORMATION**

Date of Birth **:** 09 January, 1988

Nationality **:** Indian (Jammu & Kashmir)

Linguistic Knowledge **:** English, Hindi, And Regional: Kashmiri

**PROFESSIONAL QUALIFICATION**

Four Years Bachelor's degree in Hospitality Management from Srinivas College of Hotel Management, affiliated to Mangalore University, India and AICTE, with the aggregate of 75 %

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| EXAMS PASSED | BOARD/ INSTITUTION | YEAR OF PASSING | LINGUISTIC MEDIUM | % of marks |
| 12th | SM Jain Higher Secondary School, India | 2005 | ENGLISH | 60 (1st Division) |
| 10th | DBN Vidya Mandir School, India | 2003 | ENGLISH | 85 (Distinction) |

**INDUSTRIAL INTERNSHIP EXPOSURES**

* Undergone Industrial Training for 20 weeks from ‘Hyatt Regency ‘New Delhi in all four operational departments of the hotel
* Undergone Cross Training for 8 weeks at ‘The Oberoi Cecil’ Shimla in the Food & Beverage Service

**PROFESSIONAL ACHIEVEMENTS**

* Awarded with Certificate of completion of CHANGE MANAGEMENT based on IHG Leadership Academy powered by Harvard
* Certified as DEPARTMENTAL TRAINER by Taj Hotels
* Awarded as GUEST CHAMPION ten times consecutively at The Oberoi Amarvilas, based on guest recognitions in exceeding their expectations and for guest delight
* Attended and successfully completed a workshop for CERTIFIED DEPARTMENTAL TRAINER conducted by OCLD in June 2011 at The Oberoi Amarvilas
* Awarded as Distinction in FOOD SATEFTY AND HYGIENE, conducted by The OberoiAmarvilas
* Awarded as BEST GROOMED EMPLOYEE and thereafter taken up the role of grooming in charge for the department at The Oberoi Amarvilas
* Served as ‘Private Butler’ to many VIPs, including dignitaries like Michael Schumacher, Mark Webber & Dr. Farooq Abdullah.

**INTERESTS**

* Gardening
* Swimming
* Watching Religious and Educational Videos.
* Fond of listening music.
* Playing Cricket, Table Tennis & Carom

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