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|  | Jeevan Dubai, UAEJeevan.368723@2freemail.com Personal Details:27-12-1982 • Albay, Philippines • FilipinoMale • Married |  |

Assistant Restaurant Manager

*Enthusiastic and hard-working assistant restaurant manager with a winning attitude and desire to deliver exceptional dining experience.*

— Key Qualifications —

* Hands on experience in managing restaurant functions to ensure exceptional customer services. Well-versed in analyzing areas of improvement in business and evaluating employee performance.
* Track record of on-the-spot decision making and supporting the employees. Focused on ensuring the guests’ needs while enforcing standards for individual performance.
* Constantly successful in raising service standards and quality operations, reputation for excellence, integrity, and leadership under pressure.
* Noted for outstanding communication skills, both with guests and staff, resolve problems quickly and equitability to ensure happy customers and happy employees.

Professional Experience

Sloane’s (All Day Dining Restaurant) – Grosvenor House Hotel a Luxury Collection Marriott International – Dubai Marina

**Assistant Restaurant Manager,** 01/2015 to 12/2016

Coordinate scheduling for employees to effectively provide everyday services and special events. Monitor and evaluate team members' performance; offer supervision and professional development. Produce quality services and special events and maintain relationships with upper management in expense management.

*Selected Contributions:*

* Accomplished 5% YoY Growth in revenue and 9% Growth in GOP and facilitated the manager in leading a team of 39 associates.
* Coached and developed employees in areas of guest service, food up-sell, performance and service recovery and attained GEI (Guest Engagement Index) of 9.52 achieved for 2015.
* Generated additional revenue by growing the customer base through outstanding service and achieved STARVOICE (Staff satisfaction & Engagement Index) of 100% for the year 2015.

Ottomans (Turkish Restaurant) – Grosvenor House Hotel a Luxury Collection Marriott International – Dubai Marina

**Assistant Restaurant Manager,** 09/2014 to 12/2014

Leaves Chinese Tea Lounge and Gallery Bar- In-Charge – Grosvenor House Hotel a Luxury Collection Marriott International – Dubai Marina

**Assistant Restaurant Manager,** 09/2013 to 09/2014

Effectively trained and supervised all staff on policies and procedures of the restaurant for optimum business performance. Administered menu testing for new hires and current staff following menu changes. Expert in different cuisine like Turkish cuisine, international, Latin American cuisine, Chinese and British cuisine. Experienced in performing food safety procedures according to practices learned through training programs.

*Selected Contributions:*

* Optimized profits by controlling food, beverage, and labor costs on a daily basis. Scheduled and directed staff in daily work assignments to maximize productivity.
* Ensured high standards of customer service were observed at all times and successfully leading a team of 12 Ambassadors for restaurant operations.

Grosvenor House Hotel a Luxury Collection Marriott International – Dubai Marina

**Food and Beverage Supervisor,** 11/2011 to 08/2013

Operated duty as Food and Beverage Supervisor within various food and beverage outlets as follows, Lobby Lounge Tower 1 – In-Charge, Toro – Toro- Pan Latin American Cuisine, and Rhodes in Residence and The Bar – In- Charge.

Grosvenor House Hotel a Luxury Collection Marriott International – Dubai Marina

**Food and Beverage Service Assistant,** 04/2010 to 10/2011

Performed duty as a Food and Beverage Service Assistant in Sloane’s and Ottomans.

Additional Experience:

**Food and Beverage Service Assistant -** Star Cruises Superstar Virgo – Cruise Line

**Banquet Staff** - Diamond Hotel Philippines

**Banquet Staff** - Hyatt Regency Manila, Philippines

Educational Background

**Undergraduate in Electronics Communication Engineering**

Polytechnic University of the Philippines, Manila, Philippines

Certificates & Trainings

**Level 1 in Wine**

Wine and Spirits Educational Trust, 2014

**Zone Merchandising/Concierge Referral Programs/Social Media Marketing/**

 **Limited Time Beverage Promotions/ Maximizing In-House Groups**

Food and Beverage Restaurant and Bar Marketing, 2013

**Time Management/Counselling/Leadership/Coaching/Communication,**

Journey to Leadership Skills, 2013

**ISO 9001:2008- Practical Quality Auditing**

INCON Quality Consultants, 2011