**Mohit**

**Email:** mohit.370029@2freemail.com

**Career Summary**

* Hospitality professional offering nearly 9 years of experience in high volume and fast paced food & beverage operation with substantial exposure in managing day-to-day functions of multi-unit operations of approx. 300– 700 covers a day with gross sales between £20000 - £50000 per week which included managing food & beverage costs, upholding menu standards, inventory planning & management, staff- scheduling and recruitment, training and development, guest interactions, back office administration, adhering to SOPs, laws & regulatory compliance of company and city council, vendor communication.
* Holding excellent communication and interpersonal skills; exposure of leading a diverse team of 20-50 member in a fast-paced environment, capable of multi-tasking and thinking analytically under pressure.
* Instrumental in increasing sales by £2000-£7000 per week by executing service standards and consistently coaching the team and following up on up-selling targets and workflow management.
* Applied effective cost control on ancillary products and amenities to reduce running costs and executed developing procedures in line with the company standards.
* Acknowledged for outstanding organisational skills, analytical thinking, artistic display and public relations.
* Strongly skilled in enhancing & influencing overall guest experience by working with guest expectation while maintaining compliance with company practice, cost projections, and mission statements and achieving and maintaining KPI for customer satisfaction internally at 75% and an average of 3.8 on external websites such as TripAdvisor.

**Professional Experience**

**Zizzi Restaurants, Central London**

**Assistant Restaurant Manager August 2014 – September 2016**

*Managed day-to-day food and beverage operations of a casual dine-in restaurant with a business of £30000 - £48000 per week with no. of covers ranging from 300-700 a day, ensuring that quality and standards meet the expectations of the customer’s daily.*

Key Achievements.

* Resolved customer service issues & kept complaints down to 10% by interacting calmly & understanding guest needs.
* Actively reviewed client needs assessments and ratings to evaluate attainment of customer satisfaction goals and took corrective action to improve food and service standards to maintain the rating to a constant 3.8 stars on trip advisor and mid-70's% with company standards thereby ensuring guest retention and attracting new guests.
* Revised and submitted inventory reports, budgets/P&L, financial data and labour reports to maintain profitability.
* Communicated information daily to managers, supervisors, floors and kitchen teams by telephone, by email or in person to ensure smooth flow of kitchen operation, storage and prep, service requirements and restaurants administration.
* Instrumental in achieving sale increment by £5000-£7000 per week by effectively managing the front desk operations.
* Coaching service staff regularly on upselling techniques for additional drinks, side, desserts etc. and setting daily and weekly target which achieved a 10% increase in weekly sales figure.
* Implemented quality, health & safety, facility management & regulatory compliance strategies.
* Consistently ensured compliance with all food & beverages policies, standards: portion control, food sanitation, and maintenance procedure by training, supervising, delegating, follow-up and hands-on management thereby, maintaining the company’s and EHO (city council’s) health, safety and quality score in the low 80’s% and at 4 points out of 5, respectively.
* Analysed food and beverage costs and maintain organisation profit margins.
* Diligently conducted daily stock check to investigate unknown inventory variances are kept in control, keeping it down to 1.5 % in line with company standards of 2%.

**The William Morris, London**

**Assistant Bar Manager (Part Time) January 2014 - December 2014**

*Assisted in maintaining the bar service and supervising the bar team per shift for the pub which did a business of £30000-£40000 per week with a capacity of up to 200 guests.*

Key Achievements.

* Provided training & development for staff & assisted in carrying out induction program.
* Achieved 10% growth by delivering personal attention to customers to ensure a high level of satisfaction, to generate repeat clientele, and to encourage word of mouth referrals.
* Adhering to budgets, increasing profits by promoting higher quality liqueurs and specialty drinks to increase average sale per customer by 20%.
* Monitored weekly inventory count and ordering to ensure sufficient levels to accommodate demands.
* Handling food and beverage deliveries and rejected damaged goods and arranged for return to vendor.
* Reduced wastage by 5% by maintaining the condition of beer and wine by following FIFO method.
* Liaised with the head chef of forecasted sales of food and got the bar staff to upsell bar snacks increasing revenue by average £ 500-600 per shift.
* Keeping up to date with licensing legislation, liaising with the authorities and taking overall legal responsibility for the premises.
* Enforcing health and safety regulations.

**Pizza Hut Restaurants, Central London**

**Deputy Restaurant Manager December 2013 – August 2014**

**Support Manager January 2013 – November 2013**

*Managed day-to-day food and beverage operations of a dine in QSR chain restaurants with a business of £25000 - £30000 per week with no. of covers ranging from 250-500 a day, ensuring that quality and standards meet the expectations of the customer’s daily*

Key Achievements.

* Improved performance and enhanced guest experience through continuous interaction and involvement with guest & servers to consistently deliver excellent guest experience maintaining internal guest review score at higher 70’s%.
* Ensure adherence with all health and safety/food hygiene regulation in keeping with the EHO (City Council) and company standards, maintaining a score of 3.5 out of 5 and low 80’s%, respectively.
* Scheduling of management, FOH & BOH staff to maintain efficient service standards throughout.
* Performed and analysed inventory count of all the store's supplies and take corrective action on closing the variance gap to 10 % from 13% in line with company standards and reducing stock holding day by 2 days.
* Analyse sales on a continual basis while taking corrective action for the company to meet the weekly sales growth target by actively coaching the team on upselling and consistently encouraging the team throughout every shift thereby improving average sale growth of £500-£900 per day.
* Ensure that the entire store's equipment, as well as its facilities, are properly maintained based on the company's standards.
* Assist in hiring, training, development of new team members and existing ones to ensure they are qualified to perform their delegated tasks & maintained employee records in compliance with hr policies.
* Advertised and promoted take away deals to nearby businesses and walk-in customers, which increased sale by an average 15% per week.

**Pizza Hut Restaurants, Central London, UK**

**Front of House Team Member July 2010 – December 2012**

*Received guests and managed restaurant floor staff & offered outstanding food and beverage service to customers for a busy QSR doing a business of £30000 - £50000 per week with covers of up to 500 per day.*

Key Job Role.

* Performs the tasks of responding to the queries and request of guests and clients.
* Handles the responsibilities of managing guest relation activities of the organisation.
* Responds as well as solves different complaints of the guest.
* Ensured cashier tallied sheets are accurate and any discrepancies were noted and signed by the Shift Manager.
* Ensured compliance with all alcohol Licensing Laws and Weights.
* Efficiently maintained the place of work and surrounding organised always resulting in a smooth flow of food & beverage and service operations throughout the shift.

**Education (Professional Course, Degree & Diplomas.)**

# 2014-2016 ACCA (Association of Chartered Certified Accountant)

#  *Part Completed Papers F1 – F6,*

#  *BPP University, London, UK*

# 2010-2012 Bachelors of Business Administration

#  *Heriot-Watt University, Edinburgh, UK*

# 2009-2010 Confederation of Tourism & Hospitality (CTH) -Advanced Diploma in Hotel & Hospitality Management,

#  *West London College, London, UK*

# 2008-2009 Confederation of Tourism & Hospitality (CTH) -Diploma in Hotel & Hospitality Management,

 *West London College, London, UK*

**2003-2006** Kenyan Certificate of Higher Education (KCSE)

 *Sacred Heart High School, Mombasa, Kenya*

**IT Skills**

* Microsoft Application, i.e. Word, Excel, PowerPoint, Outlook etc.
* Micros Systems.
* Comtrex Systems.

**Personal Details**

|  |  |
| --- | --- |
| DOB | 21st May 1987 |
| Languages Known | English- Read, Write & Speak Fluent/Native, Hindi & Gujarati- Intermediate Verbal only |
| Driving License | Provincial UK learner License |
| Nationality  | Indian |
| Marital Status | Single |
| No. of Dependents | None |