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| **Isaacnewton** ***F&B Guest Relations Manager, Operations Management Professional******Valid UAE Driving License plus Own Car*****E-mail:** isaacnewton.382130@2freemail.com  | C:\Users\Home\Desktop\Untitled.jpg |

**PROFILE SYNOPSIS**

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Strategic, Result-driven and Service-oriented professional equipped with 16+ years experience orchestrating successful business turnaround and growth ventures within Multinational and with one of the leading International Convention and the largest Exhibition Centre in Dubai (DWTC). Manifest broad experience encompassing Operations Management, F&B Guest Relations, Front Office/Desk Management, Restaurant Management, Online Bookings & Reservations, Business Development and General Administration. Track record of successful staff training and adherence to Hotel standards and policies, commitment and dedication to work and satisfying guests’ needs; Recognized for the ability to increase customers’ retention rate and penetrating new markets as well as improving productivity and delivering record results; Possess enthusiasm, flexibility, positive attitude, tenacity and initiative in achieving performance goals with proficiency in computerized hotel operations and other business software applications. A strategic leader who can bring to your business productive ideas and out of the box thinking packed with practical revenue generation expertise. Seeks a challenging work profile within Hospitality where gained knowledge, expertise, and management skills will have a valuable impact.

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| **Strengths & Skills** |
| * Gained 16+ years experience in a diversified industry
* Excellent Guest Relations & Front Office Management
* Versed with Micros POS Systems / Fidelio / ADACO
* Adherence with all Food & Beverage brand standards
* Skilled in Beverage Recipes and Menu's Creations
 | * Expertise in Hotel Operations & Guest Relations Mgt.
* Strategic Planning – Training & Development skills
* Service Portfolio Mgmt. & Organizational Development
* Compliance with Health, Safety & Hygiene Standards
* Passionate for delivering exceptional guest service
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| **QUALIFICATION** |

**Institute for the Management of Information Systems (IMIS), UK Diploma Jan 1997 – Dec 1998**

**Modules:**

* Business communications and marketing
* Information Systems & Data processing
* Microcomputer and networked systems
* Financial accounting and quantities methods
* Basic concepts in computer trouble shooting

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**Hotel Software:**

* Knowledgeable with Micros POS Systems. Micros Fidelio Material Control System, ADACO

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| **CAREER SNAPSHOT** |

**Asst. Manager/Hospitality Operations –** *Dubai World Trade Center, Dubai* **Sep 2014 – Present**

**Hospitality Assistant Manager (Café Nero) –** *Al Tayer Group, UAE* **Jan 2014 – Jul 2014**

**Hospitality Supervisor (More Café) –** *Al Tayer Group, UAE* **Feb 2010 – Dec 2013**

**Senior Barista (Paul Cafe) –** *Azadea Group, UAE* **Sep 2006 – Jan 2010**

**Research Assistant –** *Research & Marketing (EA), Ltd. Market, Kenya* **Dec 2002 – Jan 2005**

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| **KEY ACHIEVEMENTS** |

* Gained 16+ years experiences within Multinational Company and Hospitality industry in domains of Assistant Operations Manager, Hospitality Assistant Manager & Supervisor, Guest Relations and Customer Service. Adept in administrative, financial oversight, revenue generation & team building.
* Received an Award for outstanding contribution certificate in making Formula One 2014 held in Abu Dhabi with great success. Lead and direct Chaine des Rostisseurs Diner Amical held in World Trade Club.
* Obtained a certificate of workplace violence, response, and preventative awareness.
* Spearheaded Beverage Recipes and Menu's Creations engineering.
* Successfully achieve sales and profit targets through stock management and minimizing costs.
* Accomplished various training and certificate such as Working Safely by Institute of Occupational Safety and health, Emergency First Aid at Work and Effective Communication by high achievers Training & Consultancy.
* Knowledgeable with Micros POS Systems, Micros Fidelio Material Control System, ADACO and MS Package.
* Success record of achieving performance set parameters by providing excellent guest service; maintaining a dedication to the profession and establishing goodwill for the hotel.

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| **AREAS OF EXPERTISE** |

**F&B Guest Relations Management**

* Responsible for managing operations of all Food and Beverage outlets to deliver an excellent Guest and Member experience. Manage, train, and develop team members and work within all budgeted guidelines.
* Manage all Food and Beverage Outlet operations. Maintain exceptional levels of customer service.
* Ensure compliance of brand standards. Recruit, manage, train and develop the Food and Beverage team.
* Work within budgeted guidelines in relation to Food, Liquor Costs, and Payroll.
* Set departmental targets and objectives, work schedules, budgets, and policies and procedures.
* Develop menus with other members of the Food and Beverage team. Accountable for monthly stock takes.
* Set an example to greet hotel guest as they arrive in the courteous manner as possible, coordinate their check-ins to assigned rooms and inform them about the hotel’s facilities.
* Ensure the front-desk staff, including Receptionists and Concierges, offers stellar customer service and provide memorable hospitality experiences for our guests.
* Provide upscale guest service experiences for clients throughout their stay. Ensure clients are properly greeted upon their arrival. Monitor daily bookings and ensure assigned rooms are prepared prior to check-in.
* Coordinate luggage collection and storage. Oversee check-in and check-out procedures, including reservations and financial transactions. Promptly address guests’ requests, like in-room dining. Actively listen to and resolve complaints.
* Ensure special guests, like disabled people, elderly, children, and VIPs, receive personalized services.
* Inform clients of our hotel services, including breakfast and dining options. Promote all hotel amenities, conveniences and programs offered. Recommend local tourist spots, including places to dine, shop and sight-see.
* Analyze customer feedback from hotel guestbook and online reviews and suggest ways to improve ratings.
* Establish friendly relationships with regular hotel clients.

**Restaurant Operations Management**

* Implement a management/guest lobby engagement project. Assist in increasing revenue by changing guestroom view categories where possible.
* Responsible for all aspects of all departments and highlighting short/medium/long-term issues to General Manager / Cluster General Manager and to help formulate solutions.
* Support and work with all Head of Departments in all aspects of running this hotel. Ensure the premises are in operative condition as per the category of the unit to receive & serve the guests.
* Conduct regular operations team meeting with the entire HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feedbacks and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM/RGM.
* Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant /GRM guidance to be taken wherever required.
* Monitor the purchase/indent/requisitions of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors/suppliers etc).
* Randomly inspecting the stores (F&B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc) with the F&B Manager and Chef.
* Dealing with Suppliers / Vendors for quality products involving Purchase Manager and providing a performance assessment of vendors every quarter to HO Purchase.
* Inspect all departments for SOP implementation and all departments with their respective Managers for cleanliness, ambience, service readiness, staff grooming & hospitality culture.
* Monitor the coordination between all departments for smooth & efficient operations. Assess and review customer satisfaction and service recovery process.
* Meet all department heads to review & train the staff to upkeep the human capital. Identify staff learning needs and assisting with development.
* Provide timely and constructive feedback to all direct reports as and when required either formally or informally.
* Conduct weekly/daily meeting with marketing people for inquiry & follow up & conversion to grow up the business.

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| **PROVEN JOB ROLE** |

**Asst. Manager/Hospitality Operations –** *Dubai World Trade Center, Dubai*

* Oversee the productivity, quality of products and service to ensure guest satisfaction. Managed, maintain, operate and perform routine maintenance on food service equipment.
* Ensured to maintain consistency of food and beverage being served and service quality, escalate any major problems/complaints to Senior Management. Responsible for all advertising and sales promotion materials.
* Preserved a strong relationship with a guest to ensure retention and more acquisitions.
* Effectively handle complaints from the guests/contractors and ensure to resolve their grievance promptly and efficiently.
* Protected DWTC assets during events within or outside DWTC premises. Provided support to achieve the budgeted financial and operation cost asset of the management.
* Ensured opening and closing inventory usage are in place to meet requirements during events.
* Collaborated with outside suppliers/vendors to ensure successful execution of event cooperation with all stakeholders.
* Followed up operations guidelines as directed by the Management. Prepared and submit reports/presentations/proposal for Management. Monitored all financial transactions, record and reported as per DWTC procedures.
* Implemented cost control measures without compromising the standards of the service.
* Recommended a proposal for a promotional strategy to increase the revenue and enhance the guest experience.
* Oversee the ordering and usage of F&B supplies.
* Administered day-to-day operations. Understand employee positions well enough to perform duties in employees' absence. Performed and planning duties as assigned by the Operation Manager/Director of Hospitality Operations.
* Supervised level of stock and provide needful to make the operations run as smooth as possible using ADACO system.
* Mentored the Team Leaders in providing training on how to effectively manage team members for changing needs and expectations, and how to achieved and exceed objectives.
* Regulated the weekly ordering of new stock and maintain long and lasting relationships with suppliers.
* Ensured staff is adequately trained to carry out their job in an effective and professional manner.

**Hospitality Assistant Manager (Café Nero) –** *Al Tayer Group, UAE*

* Maintained high scores and held weekly operations meetings tracing scores and guest follow up.
* Directly contributed to and focused on awareness around the property to increase overall guest satisfaction.
* Effectively manage and operate the coffee shop. Ensured Health & Safety management.
* Maximized Coffee Shop standards. Ensure to comply with company procedures.
* Responsible for stock control, stock management, customer management and roster planning.
* Controlled the concierge, assist in editing content and ensure departmental follow through on all guest requests.
* Mentor, motivate, and coach supporting teams. Delivered excellent customer service.

**Hospitality Supervisor (More Café) –** *Al Tayer Group, UAE*

* Oversee and supervise the daily operations of the restaurants. Ensure that the outlet's operations and brand guidelines are adhered to as required by the company and the franchise standards.
* Provided advice to customers on the menu & stay abreast with all the latest products & services to be offered.
* Managed system transactions and control voiding systems, opening & cash out procedures, system reconciliation, and daily banking procedure. Handled customer queries/comments to ensure customer satisfaction and delight.
* Prepared weekly sales report, weekly profit and loss statements, and all required MIS reports and provide relevant feedback and suggestions to the Managers to maximize operational efficiency.
* Maintained optimum stock levels, without generating excessive wastage, to ensure smooth running operations to cater to customer demands. Maintained staff schedule to ensure optimum staffing at all times.
* Mentored, train, develop and motivate the staff and subordinates to achieve their objectives and work to their objective and work to their potential to perform effectively on the job.

**Senior Barista (Paul Cafe) –** *Azadea Group, UAE*

* Served as Customer Care Lead for a major coffee shop. Gathered, analyzed, and reported daily/weekly/monthly sales and service statistics. Contributed to increasing sales of coffee as well as other snack products.
* Provided employees with tools to maintain and increase service levels to both internal and external customers. Worked closely with other professionals to promote sales, clarify information, and distribute reports.
* Instrumental in improving customer-satisfaction ratings through suggestion, development, and implementation of new reporting procedures.
* Enhanced employee performance & attendance through daily mentoring, one-on-one discussions & motivational strategies.
* Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from Owners.

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| **I.T SKILLS** |

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **PERSONAL DETAILS** |

Nationality : Kenyan

Date of Birth : 30th Sep 1975

Marital Status : Married

Visa Status : Employment

Languages : English

Driving License : UAE Driving License

Reference : Available Upon Request