**Madhusudhanan**

**Mail:** **madhusudhan.382198@2freemail.com**

**Professional Objectives**

To be able to work effectively and efficiently in a company where I can build my skills and new experiences that may develop my knowledge, and to be part of a highly motivated and forward looking company that will provide both a challenges and opportunity for professional growth and organizational goals.

**Professional Experience**

**Carnival Cruise UK**

**Outlet Manager -** May 2015 onwards

**Duties and Responsibilities:**

* Handling Dining Ability
* Responsible for various reports and generating various formats to ensure transparency
* Regular audits in outlet to maintain company standards
* Analyze monthly performance reports for positive results
* Controlling food cost and ensuring profitable business
* Regular staff meeting and trainings the restaurant team heads and bartenders
* Proper communication and maintaining relations with the galley team in order to exceed the company expectations.

**Restaurant Team Head**

**Carnival Cruise UK**

October 2009 till May 2015

**Duties and Responsibilities:**

* Supervise the operation of the main dining area
* Conduct regular checks to ensure equipment’s are in the proper working condition
* Comply with all health safety and legal requirements
* Ensure and enforce sanitary practices for food handling, general cleaning, maintenance of kitchen and dining areas
* In charge FSP logs and Daily reports are up to date
* Works with the chefs and other personal to plan menu keeping in mind special dietary requirements of the guests are met
* Investigate and resolve complaints concerning food quality and service
* Work with the management to plan marketing, advertising and adverts
* Allocate duties of senior waiters and Assistant waiters and identifying the potential staff boosting their energy by providing appraisals at right time
* Monitor inventory and reduce cost by evaluating the MXP system

**Restaurant Waiter**

Carnival UK**-** April 2003- October 2009

**Food and Beverage associate**

Taj Coromandel Chennai, India (Taj Group of Hotels) (Member of Leading Hotels of the World) July 2001– Mar 2003

**Education**

* Successfully Completed **Three Year Diploma in Hotel Management & Catering Technology** from Macro College of Engineering Tirunelveli, Tamilnadu - Aug 1998 to July 2001
* Successfully completed **One year craft course in food and beverage service** from Food craft institute Trichy, Tamilnadu - July 1997 to July 1998

**Trainings and Certificates**

* Intermediate **food and hygiene level 3** Management certificate (Affiliated to Carnival U.K)
* Integrated **Pest management Level 3** certificate( Affiliated to Carnival U.K)
* Safety courses STCW95 & 2010-From Shipping Corporation of Indian maritime training institute

**Job exposure Trainings**

* HACCP, Manual Handling
* Crowd & Crises Management
* Chemical safety and security awareness.

**Job Achievements**

* Responsible in bringing down the overtime cost by 60 % in just a month and to zero in the following months.
* Was in charge of the team which successfully got 100% in USPH Inspection in January 2008, March and September 2009 and 97% in March 2018
* Employee of the Month & Outstanding Performance Award from P & O Cruises
* Gold Medallist for Food and beverage Service at food craft institute (1997-1998)
* Quickly adapt to varied environs, thereby reducing the lead time required by a new employee to learn and perform in his / her current responsibility.

**Technical Skills**

* Microsoft Office-Word, Excel, PowerPoint
* Silver Where- Hotel seating arrangement software
* Micros ,MXP –Store Management system, Core- ship management system