**ANA**

 **F&B Outlet Manager - WORK HISTORY**



Date of birth: 30.06.1978.

**Email:** **ana.388131@2freemail.com**

**PROFESSIONAL OBJECTIVE**

I truly believe that nothing significant can be achieved without integrity, innovation, people focus and commitment. I am resilient and I not only take all ups and downs in my stride but also learn from them, as I continuously move towards my goals.

Effectively discharge the roles of a strategic partner in business, an employee champion, and an expert by shifting functional focus from what “I DO" to "What I deliver".

**WORK EXPERIENCE (17 years):**

***17/11/2016-3/12/2018:* Sofitel The Palm Hotel, Dubai, United Arab Emirates (2 years)**

Role:

*03/12/2017 – 3/12/2018 -* Outlet Manager*,* Moana – A signature Seafood Restaurant - Fine Dining - 1 year

* Being in charge of a team of 14 employees

*24/04/2017 – 2/12/2017 -* Outlet Manager*,* The World Eatery Restaurant – An international cuisine ADD restaurant) - 7 months

* Being in charge of a team of 24 employees
* Being in charge for closing the Bottega restaurant for the refurbishment and reopening of the new

The World Eatery restaurant

* Oversee the daily operations of outlet for efficient operations
* Develop and enforce established policies and procedures
* Agreeing and managing budgets
* Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
* Establish operational strategies to meet quality and customer service standards
* Develop marketing strategies to improve sales and profitability
* Interview and hire associates for outlet operations
* Schedule orientations and job trainings to outlet associates

*17/11/2016-23/04/2017 -* Assistant Outlet Manager, Moana – A signature Seafood Restaurant - 5 Months

* Ensuring management continuity in absence of the Restaurant Manager
* Setting prices, Monitoring profitability and performances in order to meet targets
* Set-up event (party, live music, etc.)
* Train and coach staff on Standard of Good Practices
* Ensuring the H&S and Sanitary practices are being respected and met.
* Handling staff training, performances and reviews
* Monitor and maintain the Micros POS System
* Assist in new menu implementation

***08/06/2014-19/06/2016:* Jumeirah Restaurant Group, Dubai, United Arab Emirates (2 years)**

Role: Assistant Restaurant and Bar Manager, Alta Badia Restaurant & Bar, Emirates Towers

* In charge of the entire Bar operation and assisting the Restaurant Manager
* Ensuring Local Authority Regulations are met
* Set-up event (party, live music, etc.)
* Handling Social Media updates
* Setting prices, Monitoring profitability and performances in order to meet targets
* Stock checks and placing orders with suppliers
* Handling staff training, performances and reviews
* Ensuring the H&S and Sanitary practices are being respected and met.

***20/11/2012-20/01/2014:* One & Only Royal Mirage Hotel, Dubai, United Arab Emirates (1 year, 3 months)**

Role: Assistant Restaurant and Bar Manager, Nina Restaurant and Rooftop Terrace Bar

* Overseeing and managing all areas of the Restaurant & Bar
* Responsible for ensuring that all financial and personnel/payroll related administrative duties are completed accurately and on time
* Ensuring the H&S and Sanitary practices are being respected and met.
* Daily scheduling, planning while upholding standards, product quality
* Develop employees by providing ongoing feedback, establishing performance

 expectations and by conducting performance reviews.

***22/12/2009-13/10/2012:* Al Tayer Group, Bloomingdale’s, Dubai, United Arab Emirates (2 years, 10 months)**

Role: Pre opening team - Supervisor (Senior Sales/Brand Specialist)–Department store

* Achieving individual, departmental and store sales targets
* Identifying customer needs and delivering excellent customer service
* Providing trainings and updates about the brands to the team
* Train staff

***19/01/2008-13/12/2009:* Jumeirah International LLC, Dubai, United Arab Emirates (1 years, 11 months)**

Role: Hostess Supervisor/Restaurant Reservations, Jambase Supper Club, Madinat Jumeirah

* Support the Jumeirah Quality Management System
* Maintain working knowledge and follow all departmental SOP’s
* Maintain an effective reservation system and ensure all client’s needs are met
* Ensure establishment targets are met
* Ensure all administrational work is up to date

***01/02/2007-18/01/2008:* Jumeirah International LLC, Dubai, United Arab Emirates (11 months)**

Role: Team leader, Bahri Bar, Mina a Salam Hotel, Madinat Jumeirah

* Ensuring the standard procedures are being followed
* Make sure all departmental KPI’s are met

***01/04/2001-10/01/2007:* Private business “Tatarski”, Irig, Serbia (5 Years and 9 months)**

Role: Assistant Store Manager

* Organising sales targets
* Handling all incoming and outgoing stocks in the shop
* Monitoring products stock
* Conducting monthly evaluation off staff
* Trainings new staff

**EDUCATION - TRAININGS - SKILLS**

**Education**

***09/1996-06/1998* Law University, Novi Sad Serbia**

2 years completed. Passed Roman law, Inheritance law, History–national and world

**Training**

PIC, Basic Food Hygiene, HACCP Certificate, P&L, Fire and Safety, First Aid training, Assistant to project manager in F&B office in Al Qasr for 6 months, Attended front office cross training at Al Qasr Hotel for 4 months, Certificate for F&B Secretary cross training in Mina a Salam Hotel, Train the trainer

**Languages Skills**

English (fluent), Russian (basic), Serbian (mother language)

**Computer Skills**

Microsoft Office, Epicure training, Micros training