CURRICULUM VITAE

 

**Anoop**

**On Visiting Visa**

**Career Objective**

To obtain a challenging position within a growing organization where my illustrious customer experience of over ten years with reckonable achievements can be effectively utilized for increased customer satisfaction and for progress of all revenue generating channels.

**Professional Experience:**

**ASSISTANT OUTLETS MANAGER**  **JAN 2019 to DEC 2019**

K.S.A

A private luxurious compound in the city of Jubail. It is designed and built for living a lifestyle of comfort amid landscaped lush green surroundings with wide variety of recreational venues , restaurants and around the clock security to provide a beautiful and safe environment to residents.

 KEY ROLES & RESPONSIBILITIES

 • Motivate, discipline, direct and supervise the work of all employees in the restaurant

 • Develop and maintain training programs to ensure a high degree of staff professionalism

 • Manage day-to-day operations of the restaurant

 • Handle complaints and make effective service recovery

 • Ensure standards are being followed in accordance with F&B policies and procedures

 • Ensure all employees have full product knowledge

 • Regularly inspect food & beverage quality

 • Follow established and proper Accounting procedure.

 • Conduct daily roll plays and ensure employees adhere to grooming standards

 • Liaise with stewarding on inventory and breakage control

 • Establish guest database with preference records of regular guests

 • Schedule employees to maintain Hotel's service standards within budgeted labour costs

 • Assign responsibilities to subordinates and conduct regular performance checks

 • Implement weekly cleaning schedules for operating equipment

 • Control stock of all equipment in the restaurant

 • Constantly monitor staff's appearance, attitude and degree of professionalism

**ASISTANT RESTAURANT MANAGER**  **NOV 2016 to NOV 2018**
MERCURE VALUE HOTEL – RIYADH K.S.A

 **Mercure Value Hotel** is a 4-star venue that offers accommodation in a business area of Riyadh. The property comprises 136 exquisite rooms. A safe deposit box, a gift store and a hairdresser are available for guests to use. It is situated in Riyadh, 3.7 km from Saqer-Aljazirah Aviation Museum and 2.5 km from Sony. A short distance to a ship terminal enables you to get to Microsoft Riadh in no time.

 KEY ROLES & RESPONSIBILITIES

 • Supervise day-to-day activities and assist in the food and beverage outlets

 • Create innovative programs and promotions that drive revenue through increased guest patronage

 • Aid in all financial budgeting operations to maximize profitability

 • Conduct regular training sessions with the assigned team in line with departmental SOP’s. • Conduct the job training of future Assistant Manager’s if the situation calls for.

 • Evaluate the performance of the assigned team and internal promotions.

 • Handle the welcome and seating of arriving guests with the assistance of the hostess.

 • Resolve guest complaints immediately.

 • Be actively involved in the outlets promotional activities.

 • Establish a close working relationship with the kitchen and liaises with the chef about menu changes and menu presentations.

 • Giving instruction and recommendations to employees to complete daily tasks

 • Controls food and beverage inventory and maintains the stock

 • Understands and follow up on health, safety, fire and emergency procedures and reports accidents and safety hazards.

 • Follows up on clean uniforms and that the highest standards of grooming and personal hygiene of the staff are maintained

 • Attends meetings as directed or required

**SENIOR FOOD AND BEVERAGE SUPERVISOR NOV 2013 TO OCT 2015**
EMIRATES CONCORDE HOTEL AND APPARTMENTS DUBAI ,U A E

Located in an exhibition area of Dubai, the 4-star Emirates Concorde Hotel offers an aqua park, a sundeck and deckchairs. This deluxe venue, built in 2003, is decorated in a traditional style. The accommodation provides the sea views, while airport shuttles, dry cleaning and concierge service are available.
KEYS AND RESPONSIBILITIES

* Supervise day-to-day shift activities of one or more food and beverage outlets
* Inspected restaurant daily to ensure high quality food and food presentation and cleanliness
* Trained and scheduled employees to ensure proper coverage of proper out let sheduled
* Responsible for adhering to cash and check/credit policies and procedures
* Conducted pre-shift meetings to inform staff of daily events or changes
* Maintain procedures to ensure the security and proper storage of room service inventory and equipment
* Routinely greeted guests, served food and beverage, took reservations, and maintained reservations book when applicable

**F&B CAPTAIN AND RESTAURANT SUPERVISOR MAY 2011 to JULY 2013**

NOVOTEL HOTEL .DAMMAM,K.S.A

Located along Dammam Al Khobar Highway, this 4-star hotel is a 40-minute drive from King Fahad International Airport.

KEYS AND RESPONSIBILITIES

* Assisting the outlet manager to ensure that the bar operation is smooth and revenue targets are met as well as maintaining high cost effectiveness
* Maintaining a cooperative team-like attitude in working with supervisors and fellow associates.
* Prepare drink orders for guests according to specified recipes using measuring systems.
* Provide a friendly personal and a willingness to interact.
* Provide professional and friendly guest services.

**WAITER**

EMIRATES FIRST CLASS LOUNGE (EKFC) DUBAI ,U A E JULY 2008 TO AUGUST 2010

The Emirates first class lounge in the A380 concourse is massive. Emirates has designed one of the most innovative lounges in the world. Rather than just having a first class lounge, they’ve basically designed a first class concourse. The lounge spreads the entire length of the terminal, and then you can board your flight directly through the lounge.

KEYS AND RESPONSIBILITIES

* Trained in various outlets within the department especially bar,restaurant,coffe lounge and banquet
* Suggests food and beverages to be well versed with the menu, method of preparation and accompaniments.
* Cleans and polishes Glassware, China ware, hollowware and flatware.
* Maintains cleanliness and miss-en-place level at working station and service pantry for smooth operation.

**Accomplishments and skills**

* Pre-opening expertise
* Microsoft Outlook, Word and Excel
* Exceptional telephone etiquette
* Expert in Microsoft ,foodics and IDS System
* Proven record to up sell and promote property facilities and services
* Been awarded highest up seller.
* Awarded employee of month in year 2o12 from Novotel hotel
* Done Elementary food hygiene training from EKFC Certified by R E H Institute of Scotland
* Done f&b essential training from Novotel hotel By ACCOR GROUP

**Education**

* **3 YEAR DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY FROM NAIPUNNY INSTITUTE OF MANAGEMENT AFILATED BY KERALA GOVERNMENT 2005-2008**

~ Completed Three years diploma with additional industrial exposure training

* **PRACTICLE TRAININGS**
* During hotel management course completed practice in f&b service department & f&b production

Languages: English, Hindi, Arabic, Tamil, Malayalam

**Personal Information**

**Date of birth :** 10/05/1988

**Place of birth**  : kerala - India

**Nationality :** Indian

**Mother Tongue :** Malayalam

**Religious Affiliation :** Hindu

**Contacts:**

**Email Address**  : anoop-396358@2freemail.com

**Mobile Number** : +971504753686 / +919979971283

**Reference** : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

**YouTube Video CV**

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

**View My CV on Gulfjobseeker.com CV Database**

<http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

**Chat with me Live on Zoom**

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>