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| **MADHUR** **Email:** madhur-397067@gulfjobseeker.com  |



**SENIOR PROFESSIONAL**

**Restaurant Management & Operations**

*Result-oriented Professional offering* ***nearly a decade****ofrunning successful method-oriented operations & taking initiatives for business excellence through process improvement across* ***Food & Beverage Service and Hospitality*** *industries*

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| **AREAS OF EXPERTISE****Restaurant Operations****P&L Management****Menu Design / Development****Resource Procurement****Inventory Management****Process Enhancements****Relationship Management** **HSE Management** **Budgeting & Cost Control****Cross-functional Coordination****Team Building & Leadership** | **PROFILE SUMMARY*** Enterprising leader with skills in entire smooth functioning of **Restaurant Operations** by formulating & implementing the department’s SOPs including goals, budgets, plans, and administrative activities and maintain reports / records
* Outstanding in delivering **value-added customer service** and achieving **customer delight** by providing customised products as per requirements
* Proven track record of planning, supervising and **managing F&B Operations** including procurement and maintenance of inventory levels for smooth functioning of operations entailing managing menu planning, banqueting service, inventory management and maintenance of a hygienic environment in the kitchen
* Insightful knowledge of implementing **pricing strategies** after **reviewing market competition and adopting modern trends in food styling**; experimenting & presenting innovative ideas; ensuring cost control measures
* Extensive experience in **general administrative activities, personnel management, policy implementation** and **facility management** across assignments
* Benchmarked **'Highest Revenue Day'by organizing Candle Light Dinner Festival (188 Candle Light Dinners with revenue of INR 1.47 Lakh)** at Express Hotel, Vadodara
* An effective communicator with skills in leading personnel towards accomplishment of common goals
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**NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER**

* Recognized for **‘Best Decor in Town’**for Christmas in 2017 at Meraki, Vadodara
* Received ‘**Best in Customer Service’ Letter** for Up-Selling & Customer Satisfaction from Ocean Fresh International, Dubai
* Arranged &**managed a Candle Light Dinner Festival on 14thFeb 2018** with 35 couples on board on a carpet area of 10000 sq.f.t with live DJ and hosted by RJ Puja from Radio Mirchi
* Hosted **private dinners for Bollywood Stars** at Meraki Restaurant, Baroda, Gujarat, India
* Contributed as:
* Team Member at ODCs (Vadodara)
* Operations Member at private beach parties (Dubai)
* Organized**private dinner butler service for VIP & Royal families**
* **Food Blogger**
* Credited with **over 50 reviews on Trip Advisor for The Best Work**
* Led the implementation of new initiatives such as we selfie for openings and introducing additions (restaurants / ballrooms) to existing set-ups
* Reduced cost by 6% through identifying & developing new vendors
* Took measures to improve operational efficiency; reduced incidence of errors such as customer service through the same
* Enhanced revenue per cover by 0.6 % through eliminating waste, updating the menu, other measures.

**WORK EXPERIENCE**

**jan'19 - till date: Restaurant & Café as General Manager (Operations & Franchisee)**

**Key Result Areas**

* Promoting the business by coordinating with PR Agencies & discussing Marketing Plans with the owners for the restaurant and bar to achieve organisational objectives and operating standards
* Supervising F&B Items and maintaining appropriate documentation for inventory control for timely indenting of supplies
* Managing all aspects of service management involved ambiance management, in-house banqueting, outdoor catering, party service, & so on; coordinating with in-house and potential guests to understand and customise as per requirements
* Ensuring compliance with pre-set quality & hygiene standards as well as aesthetic presentation of food and beverages; managing high standards of sanitation and cleanliness is maintained throughout kitchen, bar & service areas at all times
* Devising and implementing policies & procedures in the operating systems to achieve greater customer delight
* Hiring, training and supervising the work of food & beverage, kitchen and subordinate staff; implementing training to increase their knowledge about safety, sanitation, and accident prevention principles
* Developing periodic business plans & strategies, in coordination with plans of organization
* Formulating long-term / short-term strategic plans to enhance profitability & revenue; spearheading turnaround initiatives; guiding in the activities including employees, maintenance, sales, and profit / loss controls
* Executing policies & procedures in operating systems to achieve greater customer delight; ensuring customer satisfaction by achieving delivery of service quality norms by interacting with clients, addressing guests’ requests & resolving complaints

**Nov'17 - Jan'19: Meraki Restaurant, Baroda, Gujarat, India as Restaurant GM**

**Key Result Areas**

* Proven track record of maintaining highest guest satisfaction ratings and low operational cost
* Established a Key Operating Procedure for a dedicated & effective Cost Control Committee, thus able to save on operating costs, thereby achieving revenue as per budget
* Played a vital role in conducting market research / competitor research and implemented measures which resulted in increase in the sales of the restaurant
* Planned for all purchase & pricing related to the restaurant as per budget; managed inventory for bond items, liquor and other food supplies by developing a chain of vendors
* Managed all aspects of service management involves ambience management, in-house banqueting, outdoor catering, party service, and so on

**Mar'16 - Sep'17: S&H Chocolate Lounge & Restaurant, Muscat, Oman as Operations Manager**

**Key Result Areas**

* Devised long-term & short-term strategic plans to enhance profitability & revenue
* Managed a team of 25 members
* Orchestrated recipe and menu development based on guest trends
* Sourced vendors and negotiated inventory costs
* Created, developed& implemented systems & procedures and standardizing recipes, systems, controls & quality
* Provided high quality services to achieve customer delight by extensive interaction with guest and quick resolution of problems

**Nov'13 - Dec'15: Bayleaf, Express Group of Hotels, Baroda, Gujarat, India as Restaurant GM**

**Key Result Areas**

* Led restaurant operations and monitored inventory & stock control
* Executed and promoted food festivals &food promos
* Maintained reservations and guest relations in a high standards & hygienic environment with the restaurant staff
* Implemented cost control measure
* Ensured customer satisfaction by achieving delivery of service quality norms by interacting with clients, handle guests’ requests & resolving complaints

**Feb'13 - Oct'13: The Orchestra Restaurant & Cafe, Dubai as Asst. Restaurant Manager**

**Key Result Areas**

* Designed& implemented different systems like computerized inventory control system, home delivery system, local/ international purchase system, restaurant cash control system, weekly ordering system and weekly scheduling system
* Coordinated with in-house and potential guests to understand and customize as per the requirements
* Facilitated MIS documentation and reporting

**Mar'10 – Feb’13: Ocean Fresh International, Dubai as Outlet Supervisor**

**Key Result Areas**

* Reduced wastage and pilferage; Controlled cost and enhanced revenue
* Supervised restaurant operations with major focus on customer service
* Augmented sales by up-selling the property
* Monitored staffing levels of the outlets; ensured that all staff of the outlet adheres to department’s operational strategies

**PREVIOUS EXPERIENCE**

**May'09 - Nov'09: Anuj Children Hospital, Baroda, Gujarat, India as Front-Office Receptionist**

**CERTIFICATIONS & COURSES**

* Exceptional Customer Service Program from GFORD Institute, Ahmadabad 24/06/15
* Letter of Appreciation received from the F&B manager (park plaza hotels Jodhpur ) for being sincere hardworking and honest during the training period (dec 08 –may 09 )
* Letter of appreciation received from the HR manager (park plaza hotels jodhpur ) for being sincere hardworking and honest during the training period (dec 08 – may 09 )
* Basic Computer Course from Info Soft Computers Ltd., Vadodara

**EDUCATION**

* Advance diploma in hotel management from The Indian institute of Business management & Studies (IIBMS) , in 2012
* Executive Masters Programme in Business Administration Specialization in Hospitality management with A Grade; from Indian Institute of Business Management & Studies (IIBMS), Mumbai, India in 2016.

**INTERNSHIP**

* Completed 05-Months Internship at The Hotel Park Plaza, Jodhpur, India
* WonLetterof Appreciation (F&B) from Hotel Park Plaza, Sarovar Group (Rajasthan), 2009 during Management Training

**PERSONAL DETAILS**

**Date of Birth:** 15thOctober 1990

**Languages Known:** English, Hindi, Gujarati, Sindhi, Arabic(basic) , Russian(basic), Filipino (Tagalog)

**Nationality:** Indian

**Marital Status:** Married

**No. of Dependents:** 2

**Passport Details:** (Issued at Muscat and valid till 06/03/2027)

**Driving License:** Oman Driving License, Indian Driving License (LMV)