

## Professional Summary

---

I am a dedicated, highly-motivated and hardworking professional with more than 11 years of experience in the food & beverage industry. I am very passionate and driven about developing my career in the Service Industry, especially in restaurant/bar service. I have proven ability to provide patrons with personal attention to make them more comfortable and appreciate service provided. I wish to contribute exceptional and high quality service to members and guests of a dynamic organization that believes in the growth of its staff through a learning and service culture..

## Work History

---

### Team Leader

06/2019 to Current

#### AkiraBack @J W Marriott South Beach Singapore – Singapore

- Work closely with Restaurant manager , management, team, and other departments to provide excellent client satisfaction.
- Assist the restaurant manager on all aspects of Restaurant management, such as Guest Satisfaction survey, Team management ,taking care of inventory, recording supplies, managing budgets and setting goals.
- Supervise, mentor, train, schedule and evaluate Team Members. Prepare and deliver all team members' reviews.
- Coordinates inventories and orders food and beverage products, supplies and equipment as needed.
- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
- Provide the necessary direction to other members of staff. He/she sees them through daily tasks and ensures they perform their assigned duties in accordance with the laid down rules of the restaurant.
- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
- Work with team members in service and beverage preparation to minimize wastage and increase productivity and efficiency. Review operating results with the team and identify opportunities to improve performance.
- Ensure all cashiering procedures are processed in compliance with accounting standards.
- Maintain close liaison with all the departments to have a good understanding of other Departments' operational flows.

### Senior Restaurant / Bar Supervisor

01/2008 to 06/2019

#### Modesto's @ Orchard Rendezvous Hotel, Singapore – Singapore

- Work closely with management, team, and other departments to provide excellent client satisfaction.
- Oversee all aspects of restaurant and bar operations
- Schedule staff duties for inventory control and housekeeping duties.
- Maintain product and service quality standards by conducting ongoing evaluations and investigating complaints.
- Maintain inventory control of stock, beverages and glassware.
- Generate higher ticket averages by adeptly training employees on suggestive up-selling techniques.
- Decreased labour costs by analysing team member's strengths versus customer flow and adjusting schedule adequately.
- Responsible for managing cash register receipt counts and daily sales deposits.
- Responsible for making sure that all restaurant and bar areas were exceptionally clean and staffs acted in a professional manner.
- Improve and apply social media and marketing strategy to increase patronage.

## **Restaurant Captain**

01/2007 to 08/2007

### **Taj Connemara – Chennai, India**

- Oversee food quality, service standards and sanitation practices in accordance to the company's standards.
- Assist managers in implementing customer service procedures and training programs for new employees.
- Provide and maintain personal service relations with diners, generating higher sales and satisfied customers.
- Assist the managers in planning and setting up for special events & functions.
- In charge of the restaurants overall general maintenance.

## **Café Supervisor**

03/2006 to 01/2007

### **Maramis Cafe – Sharjah, UAE Dubai**

- Set service expectations for all forward facing staffs and execute training programs.
- Efficiently ensured that side work duties are completed prior to operations hours.
- Assisted in creating and developing a new menu every 3 months
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Responsible for assigning duties, responsibilities, and work stations to junior staff in accordance with work requirements & standards.

## **Education**

---

3 July 2000 - 14 May 2003     **Degree in Hotel Management & Tourism Technology (Bharathidasan University)**

2 Jun 1997 - 4 Apr 2000     **Hans Roever Higher Secondary School**

## **Industrial Training**

---

2001 (6 months) - Sangam Hotel, Trichy (India)

2003 (6 months) - Hotel Ohris, Hyderabad (India)

## **Core Qualifications**

---

- Restaurant & Bar Experience
- Computer Proficiency
- Passion for Customer Satisfaction
- Effective Communication
- Inventory/Cost Control
- Bar Marketing & Promotions
- Staff Training & Evaluation
- Results Oriented

## **Social Activities & Interests**

---

- Swimming, Soccer, Surfing and Backpacking
- Member of Singapore Red Cross and SINDA

## **References**

---

Referral contacts can be provided upon request.