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 **CURRICULUM VITAE**

APPLIED :- RESTAURANT /CATERING PROJECT MANAGER

Career objective*: To pursue my career in a challenging environment, where I can utilize & enhance my education, qualification & experimental knowledge to work toward achieving the Company goal in an efficient manner*

**PERSONALSDETAILS----------------------------------------------------------------------------------------------------------**

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| NAME :          SYED SHABIHUL HASAN     |
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| MOBILE NO                0971 564360078 .  |
| DRIVING LICENSE          : L.M. V issued on 25.3,1991  |
| LANGUAGES KNOWN     : ENGLISH, URDU, ARABIC, HINDI, MARATHI & GUJRATI |
| **PASSPORT DETAILS** |
| PASSPORT   NO   :  N8 1444883                      DATE OF EXPIRY   : 17 APRIL 2026 DOB 01/02/1981 |
|  DATE OF ISSUE   : 21 APRIL 2016                  PLACE OF ISSUE   : MUSCAT   (OMAN) |

**EDUCATION QUALIFICATION-----------------------------------------------------------------------------------------------------------**

 **BACHELOR OF HOTEL MANAGEMENT**

 **DIPLOMA IN COMPUTER SOFTWARE ENGINEERING ( PURINT ERP)**

**ADDITIONAL QUALIFICATION------------------------------------------------------------------------------**

**CERTIFICATE OF FOOD HYGIENE & SAFETY FROM ROYAL INSTITUITE OF  PUBLIC HEALTH  OF LONDON UK ( food hygiene, Food safety Awareness, H.A.C.P Awareness etc**

**CERTIFIED  FROM GULF VENTURE FOR H2S AWARENESS & T- BOSIET**

**Helicopter underwater escape training (HUET) from GULF VENTURE**

**EXPERIENCE IN INDIA/ABROAD**

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| ***COMPANY NAME*** | ***DESIGNATION*** | ***FROM*** | ***TO*** |
| ***CENTAUR HOTEL JUHU BEACH*** ***MUMBAI*** | ***SUPERVISOR*** |  ***02/09/1998*** |  ***20/06/2002*** |
| ***SAFIR INTERNATIONAL HOTEL*** ***KUWAIT*** |  ***RESTAURANT*** ***MANAGER*** |  ***02/08/2002*** |  ***29/06/2014*** |
| ***TISCO OMAN LOC SOHAR HOSPITAL*** | ***LOCATION***  ***MANAGER*** |  ***01/07/2014*** |  ***03/04/2014*** |
| ***NCTH (ABU DHABI)*** | ***CATERING MANAGER*** ***s***  | ***09/07/2016*** | ***TILL DATE*** |

CENTAUR HOTEL JUHU BEACH

Responsibilities:

I use to ensure that restaurants operate efficiently and profitably while maintaining their reputation and ethos. They must coordinate a variety of activities, whatever the size or type of the outlet. Managers are responsible for the business performance of their restaurant, as well as maintaining high standards of food, service, and health and safety. by

Ensure compliance with business operations and legal regulations
Market the food & beverage outlets, develop and manage the implementation of menus, package deals, promotions, displays, decorations and presentation within corporate guidelines to meet / exceed sales and financial goals and objectives

Prepare all restaurant areas at start of shift, ensuring necessary table set-up is completed, correctly set, all dining accessories and laundry are procured from stores thereby providing a quality, detailed and smooth service at all times during the shift.

Liaise closely with the Asst Restaurant Manager and Head Waiter based on special requests made by the guests at the time of booking the table or if there are events or special occasions being celebrated in the restaurant.

Coordinate and prepare the table plans for the shift based on the guest tables reservations and Booking as well as special functions.

Planning for the tables and stations booking, as well as the separation of larger group's tables

Effectively hand over the table to the relevant waiter/senior waiter by introducing the waiter to the guests and using the guests name to introduce them to the service staff.

Interact with the regular guests and potential guests thereby building good relationships and customer loyalty. This will be achieved by anticipating guest's needs, ensuring waiters are proactive and attentive and service orientated at all times.

Ensure all the staff are correctly groomed and in complete uniform for the required shift. This is to include all necessary tools, order pads and relevant items are available to effectively and efficiently execute a seamless shift.

Ensure that the daily menu specials and out of stock items; this includes liaising with the Bar and Wine Stewards for out of stock beverages and wines, have been received and noted to ensure queries can be answered.

Ensure that all restaurant furniture, fixtures and fitting are fully functional and undamaged, reporting/removing any items that may adversely effect the guest satisfaction and or comfort or prohibit the staff carrying out their duties effectively.

* **(SAFIR INTERNATIONAL HOTELKUWAIT ) :- I worked as ASST Restaurant manager responsible for restaurant /outlet function my duty & responsibility was as**

**Responsibilities:**

* Provide excellent customer service.
* Ensure proper hygiene and sanitation procedures are followed.
* Train, motivate and develop staff.
* Control inventory and maximizes sales.
* Monitors and ensures standards are maintained.
* Identify & recommend opportunities to increase sales through suggestive selling.�
* Assist in managing appropriate inventory & control cost of goods.
* Jointly complete daily /weekly / monthly sales reports.
* Ensure cash handling & till point procedure is handled with accuracy & as per company policy
* Applying creative solutions and proposes ideas to grow, develop, and improve the business.
* Assist in preparation of the budget , sales, and marketing plans.
* Conducts regular team briefings and meetings and ensures that all colleagues adhere to and support the COMPANY Quality Standards.
* Manages the level, consistency, and quality of table and/or counter service of all menu items.
* Ensures that all outlet processes adhere to all food hygiene regulations and procedures.
* Consistently monitors quality of good and beverages being served and service quality, escalating any major problems/complaints to Senior Management.
* Actively promotes the use of up selling techniques within outlet to exceed guest expectations and increase revenue.
* Seeks and reviews customer feedback in regard to food quality, service, and overall satisfaction and takes appropriate and timely action.
* Conducts performance appraisal to all employees in the outlet
* **SOHAR HOSPITAL OMAN:- I was working as Catering manager responsible for 850 patient diet food, cafeteria & Event Party order**

**Responsibilities:**

 **R**esponsible for the short and long term planning and the management of the food & beverage operations in the front and back of house to achieve customer satisfaction and quality service while meeting / exceeding financial goals.

The role involves managing and achieving of profit and quality for all food & beverage operations in the hotel, including restaurants, catering and banquet operations, and include key responsibilities such as:

Maintain standards of food & beverage quality and guest service quality

Coach, train and manage employees within the hotel /catering organization structure

Achieve budgeted revenues & expenses and maximize profitability related to the food & beverage department

Contribute to the profitability and guest satisfaction perception of other hotel departments

Implement & maintain local and national sales / marketing programs

Increase level of guest satisfaction by delivering of an improved product through employee development, job engineering and quality image

\* Prepare and receive weekly provisions in line with menu cycle and budgets

\* Ensure meals per shift are ready on, time and presented to Supreme Foodservice standards.
\* Assist with the monthly evaluation and revise menu cycle and costs.
\* Assist with the weekly rosters planning including leave plots ensuring all staff have their entitled time off and leave ensuring the operational needs are met.
\* Ensure successful conflict resolution and record

\* Organise and implement regular theme nights
\* To recommend and discuss with the Catering Unit Manager any improvements to the system/procedures which may be beneficial to the company operations
\* Strictly comply with all supreme systems, by paying particular attention to the application of 5 star standards, OH&S standards, and fresh Food production & cleaning programs
\* Ability to work independently and as a team member

\* Communication skills - in English, both written and orals

**NCTH CATERING COMPANY :-** I was working as PROJECT MANAGER for location such as

 Restaurant

I was working as operation project manager responsibilities :- OFFSHORE also LOCATION :- ,ADNOC OIL & GAS

**. RESPONSIBILITY :-**-:-:-------------------------------------------------------------------------

Purchase, stores and receiving by **ERP SYSTEM**

Shall resolve all purchase issues, non availability of material.

Shall ensure maintenance of purchase process.

Security

Shall ensure the maintenance of security process

. Maintenance

Shall ensure the maintenance of maintenance process.

Shall ensure the required records.

Shall ensure that preventive maintenance is done.

Shall ensure that calibration is done

House Keeping & Utility

Shall create the schedules

Shall ensure the schedules are implemented.

Marketing

Create marketing plan for restaurant & bar.

Create new concepts.

Create direct marketing plans, promotions.

Banqueting

Create banqueting concepts.

Create and implement checklists.

**Controls:--------------------------------------------------------------------------------------------------------**

Prepare & amend standard requisition for restaurant, kitchen, bar, utility and HK.

Shall create and review quality assurance sheets for restaurant

Shall review bar FLR for accuracy

Shall review menu master

Shall prepare recorder levels for kitchen and stores

Shall analyze sales

**Month end reports :-----------------------------------------------------------------------------------------**

Shall analyze sales

Shall create the month end report for restaurant operation

Shall review the month end report created by accounts

Shall review month end report created by controls.

Consumption

Food & beverage cost

Breakages

Inventory levels

Shall review reports of KOT control

Shall review NCKOT

Shall review Customer Satisfaction Index.

Shall review customer feedback.

Budgeting

Scheduling

Interviewing

Hiring

Bookkeeping

Timeline management

Financial Reporting

Points of service

Analyzing Customer Feedback, Complaint Handling, PR with guest.

Marketing, Internal selling and marketing. Selling parties to guest. Internal communication of organization goals.

Managing Food & Beverage Costs

Culinary Technique

Floor / Service Management

Complement understanding of all restaurant processes., production, purchase, stores, and suppliers.

Understanding of performance metrics for a restaurant.

Product Development etc

**THANKS & REGARD**

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SYED SHABIUL HASAN

CAMP BOSS

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