

AjmeraSurender

✉ ajmerasurender@gmail.com

☎ +971557956790

RESTAURANT OPERATION MANAGER

Focused, high-energy professional, targeting assignments as **F&B Manager** in the **Hospitality** industry



Executive Profile

- ▶ **Result-oriented** professional with an experience of **More 9 than years** in various restaurants and currently working as an **Restaurant Operation Manager** in **Osool Group of Project Management LLC**, Fujairah.
- ▶ Ensuring guest satisfaction by achieving delivery of service quality norms by interacting with clients, managing guests requests & resolving complaints; delivering high-value restaurant services to upscale the clients for exalting their satisfaction levels
- ▶ Excellence in developing & maintaining business relationship with individual & corporate guests to achieve repeat / referral business along with product and service norms
- ▶ Exhibited competency in maximizing revenue & profitability of the restaurant through best of class product & service standards in order to dazzle & delight the customer
- ▶ Possess divergent outlook with global lifestyle, cross cultural orientation & creative approach to problem-solving using analytical skills

Certification

- ▶ HACCP- Basic Food Hygienic Certificate from Abu Dhabi
- ▶ PIC Level-2 Food safety certificate from Dubai.

Career Timeline



Key Impact Areas

Restaurant Operations

Food & Beverage Operations

Cost & Budgetary Control

Quality Assurance

People Management

Customer Satisfaction



Professional Experience

Growth Path:-

Sept' 2021 to PRESENT:

Osool Group of Project Management LLC. Fujairah, as Restaurant Operation Manager

Key Result Areas:

Handling Multiple Brands & Multiple Stores

I am leading and manage a team of Restaurant Managers/Supervisors, responsible for all aspects of day-to-day running of restaurants including Sales, Customer Service, quality control, operations, Staff Development, training, effective line-management and human resources.

- ▶ Work with senior stakeholders.
- ▶ Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations. Work with the board of directors to determine values and mission, and plan for short and long-term goals.
- ▶ Responsible for overall operational, financial and management of staff assigned at the airport outlets. With strong hospitality experience to ensure the reputation of the company is maintained at the highest level.
- ▶ Plan the delivery of all services in outlets, including food & beverage, ambience and service elements.
- ▶ Through regular review of customer preferences; influence the development of airport outlets and services through active liaison with the other section and departments.
- ▶ Constantly seek customer feedback and opportunities to develop high quality service in the outlets.
- ▶ Provide on-job coaching and guidance to team members, managing their performance to ensure a smooth operation
- ▶ Arrange for timely and detailed briefing sessions for downward communication of product/service changes and for sharing of learning from service recovery actions of the recent past.
- ▶ Establishes restaurant business plan by surveying restaurant demand; conferring with people in the community, identifying and evaluating competitors, preparing financial, marketing, and sales projections, analyses, and estimates.
- ▶ Meets restaurant financial objectives by developing financing, establishing relationships, preparing strategic and annual forecasts and budgets, analyzing variances, initiating corrective actions, establishing and monitoring financial controls, developing and implementing strategies to increase average meal checks.
- ▶ Controls purchases and inventory by meeting with Finance Team, negotiating prices and contracts, developing preferred supplier lists, reviewing and evaluating usage reports, analyzing variances, taking corrective actions.
- ▶ Maintains operations by Following policies and standard operating procedures, implementing production, productivity, quality, and customer-service standards; determining and implementing system improvements.
- ▶ Maintains Customers satisfaction by monitoring, evaluating, and auditing food & beverage, and service offerings, initiating improvements. Responsible for the presentation of all products e.g. food and beverages, magazines are consistently maintained.
- ▶ Accomplishes restaurants human resource objectives by orienting, training, assigning, scheduling, coaching, counseling, and disciplining staff; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures
- ▶ Maintains safe, secure, and healthy facility environment by establishing, following, and enforcing sanitation standards and procedures; complying with health and legal regulations; maintaining security systems
- ▶ Maintains professional and technical knowledge by tracking emerging trends in the restaurant industry, attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, participating in professional societies.
- ▶ Accomplishes company goals by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.

April' 2021 to Aug' 2021:

Al Qubaisi Group LLC. Dubai, as Café Operation Manager

Key Result Areas:

Handling 20+ Café's

- ▶ Ensure that upon the new restaurant opening, the productivity and quality remains at high standards and that costs are acceptable by planning the resources in the optimum manner.
- ▶ Accountable for coaching and training managers with appropriately skills and product knowledge to execute highest standard and growth.
- ▶ Manage and oversee new project, equipment, replacement, test programs and vendor relations. Responsible for all marketing and advertising activities.
- ▶ Supervise quality control and quantities for preparation to minimize wastage, perform frequent checks to ensure consistent high of preparation and services.
- ▶ Estimate the food consumption of each restaurant, place orders with suppliers, and schedule delivery of fresh food and beverages.
- ▶ Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards, resolve problems, complete audits, identify trends.
- ▶ Forecast requirements, prepare an annual budget, schedule expenditures, and analyze variances, initiating corrective actions.

July'2018 to Feb' 2020:**Bateel International LLC. Dubai, as Restaurant Manager****Key Result Areas:**

- ▶ Streamlining systems with proven capability to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters to achieve higher customer satisfaction
- ▶ Creating a culture of alignment between individual & company's objectives; planning & executing strategy to maximize restaurant revenue and profits
- ▶ Improving business, internal processes and the overall performance through effective strategy and action plans
- ▶ Ensuring continuous interaction with the customers to ensure that their areas of concern can be worked upon for improved service levels
- ▶ Setting up quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs and work processes to achieve greater customer delight
- ▶ Managing medium to large sized teams with varied cultural, lingual and professional backgrounds
- ▶ Recruiting new staff and imparting appropriate in-house trainings to the team so as to attain service excellence & teamwork; providing operational trainings to the new joiners
- ▶ Consistently recommending & presenting innovative process improvement ideas to provide a world class experience to customers
- ▶ Working to ensure standards of hygiene are maintained and that the restaurant complies with health and safety regulations
- ▶ Achieving restaurant operational objectives by contributing information and recommendations to strategic plans and reviews
- ▶ Preparing & completing action plans; implementing production, productivity, quality, and customer-service standards
- ▶ Resolving problems, performing audits, identifying trends, determining system improvements and implementing change
- ▶ Meeting restaurant financial objectives by forecasting requirements; preparing annual budget, scheduling expenditures, analyzing variances and initiating corrective actions
- ▶ Planning menus by consulting with chefs; estimating food costs & profits and adjusting menus
- ▶ Controlling costs by reviewing portion control and quantities of preparation; minimizing waste and ensuring high quality of preparation.
- ▶ Avoiding legal challenges by conforming to the regulations of the alcoholic beverage commission

June 2014 to Jan' 2018**Emirates First Group (Lavazza), Abu Dhabi as Assistant Restaurant Manager****Key Result Areas:**

- ▶ Take responsibility for the business performance of the restaurant
- ▶ Analyses and plan restaurant sales levels and profitability
- ▶ Organize marketing activities, such as promotional events and discount schemes
- ▶ Prepare reports at the end of the shift/week, including staff control, food control and sales
- ▶ Create and execute plans for department sales, profit and staff development
- ▶ Set budgets or agree them with senior management
- ▶ Plan and coordinate menus
- ▶ Coordinate the operation of the restaurant during scheduled shifts
- ▶ Recruit, train, manage and motivate staff
- ▶ Respond to customer queries and complaints
- ▶ Meet and greet customers, organize table reservations and offer advice about menu and wine choices
- ▶ Maintain high standards of quality control, hygiene, and health and safety
- ▶ Check stock levels, order supplies and prepare cash drawers and petty cash.

Sep'13 – Feb'14**Café Coffee Day, Hyderabad as Restaurant Manager****Key Result Areas:**

- ▶ Assisted with and contributed to coordination for meetings and events in private dining room
- ▶ Managed all paper product orders, cutting costs by using Lean methods
- ▶ Controlled inventory by creating Excel spreadsheets to monitor orders
- ▶ Maintained set pars, calculated paper cost percentages from the profit and loss report
- ▶ Produced quality services and special events. Coordinated scheduling for employees
- ▶ Supervised & evaluated team members' performance
- ▶ Provided coaching and training to team members

March' 2012 To June'2013

Highbrow (Event Management)Hyderabad, as Trainee AV Assistant Manager.

Key Result Areas:

- ▶ Plan event from start to finish according to requirements, target audience and objectives
- ▶ Ensure event is completed smoothly and step up to resolve any problems that might occur
- ▶ Coordinate details of events such as conferences, weddings, charity events, surprise parties, trade shows, sales meetings, business meetings, employee appreciation events and virtual events
- ▶ Developed innovative event packages that increased overall revenue
- ▶ Planned & worked on budgets, maximized profits, trained & developed existing staff and coordinated for staff schedules
- ▶ Ensured that high standards of customer service were observed at all times; handled customer complaints and queries
- ▶ Devised & implemented marketing and promotional campaigns, prepared reports and other performance analysis documentation



Industrial Trainings

- ▶ Completed industrial exposure trainings at:
 - JW Marriott Hotel, Hyderabad in Housekeeping, F&B Service and Food Production departments
 - F9 Diner, Hyderabad in Bar Tendering and F&B Service



Education & Credentials

- ▶ MBA from National Institute of Tourism and Hospitality Management, JNTU, Hyderabad in 2013
- ▶ BHMCT from Blooms College of Hotel Management & Catering Technology, Hyderabad, Osmania University in 2011
- ▶ 12th from Govt. Junior College Boys, Adilabad in 2006
- ▶ 10th from G.A.Z. No. 1 High School, Adilabad in 2004



Personal Details

Date of Birth: 18th January 1989

Nationality: Indian

Address: Flat 312, AL zarouni building,
Gold souk, Fujairah.

Marital Status: Married

Passport No.: U5634272

Passport Validity: 17/03/2030

Languages Known: English, Hindi, Telugu & Marathi

No. of Dependents: 1

Driving License: UAE – Expiry Date (10/10/2026)

Visa Status: Work visa.