### Experience



rosario DSouza

# Objective:

An individual who strongly believes in success and achieving standards. Always aspiring to meet personal goals and has had an extensive background working in team-oriented environments with the aim of accomplishing results. Positively contributes to the overall growth and development of an organization by providing best of the services to the level of Guest satisfaction.

## CONTACT DETAILS:

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## computer skills

## Proficient in Microsoft Word, Microsoft Excel | Internet and Email

#### CATERING MANAGER, AL NABA SUPPLIES & CATERING SERVICES llc, omaN (Currently working As catering director for armed forced hospital)

##### 6 dECEMBER 2020 ONWARDS

#### Ensuring the food quality and taste prepared for consumption is maintained.

#### Weekly approved menu is displayed in the kitchen and followed.

#### Co-ordinate & inspect the raw materials received, along with the storekeeper.

#### Ensure that the catering staffs maintain cleanliness and personal hygiene while on duty.

#### Follow up on comments /suggestion/complaints/feedback, if any. Food committee meetings held once every fortnight.

#### Implementing & maintaining cooked food sampling system.

#### Preparing of food cost report, material cost, monthly cost, monthly staff duty roaster, supply cost statement and cash summary every month end.

#### Ensuring effective utilization of company resources related to food and smooth operation to control & reduce wastage simultaneously.

#### Implementation of ISO procedure & maintain relevant records.

#### Maintain and monitor cleaning schedule.

#### Execution of any other jobs entrusted, when required.

#### Proprietor / Director, Rio Hospitality & Facility Services

##### 1 February 2016 – 30 November 2020

#### Catering Manager, Al Majal Al Arabi Group Co. (Saudi Arabia)

##### 9 January 2013 – 8 November 2015

* Planning and Training permanent and casual staff
* Organizing, leading and motivating the catering team
* Planning menus in coordination with chefs
* Ensuring health and safety regulations are strictly observed
* Budgeting and establishing financial targets and forecasts and approving them with General Managers
* Monitoring the quality of the product and service provided
* Keeping the payroll and monitoring spending levels
* Maintaining stock levels and ordering new supplies as required, ensuring no stock outs
* Interacting with customers if involved with "front of house" work
* Negotiating contracts with customers (in contract catering)
* Dealing with staffing & client issues.

##### **Property Manager / Facility Admin | Sanjay Maintenance Services Pvt. Ltd. (Mumbai)**

15 June 2009 – 31 December 2012

* Checking of all vendor bills / invoices | Checking if all statutory compliances are maintained by vendors
* Procuring of estimates for different departments (stationary / vending machines / electrical / plumbing) | Also, approving the same from senior officials
* Preparing of monthly indent statements | Handling petty cash on monthly basis
* Organizing new / existing vendor meetings with senior officials | Following on the AMCs & keeping track of the same
* Manage the daily activities of the housekeeping department to include appropriate cleaning of all offices, seating areas, washrooms, eating areas, dormitories, boardrooms/conference rooms and all public spaces
* Planning, organizing & directing team members to ensure the highest degree of client satisfaction
* Purchase, reorder and maintain housekeeping supplies & inventory | Conduct pre-event inspection of all boardrooms / conference halls, seating areas, public areas, etc. prior to gate opening for every event held at the site
* Maintain the housekeeping budget, providing billing summaries & expenses for pre-& post events
* Uphold the highest standard of cleanliness, safety and conduct
* Knowledge of SOP’s and safety standards within housekeeping department | To ensure proper preparation of upcoming events & to notify staffs of each event
* Ensure the proper maintenance of all equipment’s; make arrangements for repair and/or replacement of used and damaged equipment.

##### **Hospitality Manager| Radhakrishna Hospitality Services Pvt. Ltd. (Mumbai)**

##### 2 May 2006 – 5 June 2009

* Responsible & accountable for Unit Operations, this includes F&B services, Menu planning, food costing, handling of conference / ODC’s at client premises, VIP meetings, etc.
* Strong hands on skills for service / operations, inventory & stores management, operations as per budget, increasing of sales turn over, ensuring contribution exceeds budgeted target | Compliance of all hygiene & safety systems & procedures at site
* Preparing of daily / weekly / monthly cash / credit sales report, preparing of MIS for the department / unit, discussing the same with the Operations Manager
* Training of staff at site, interaction with the client / customers at the site, maintaining & building company to company relationship.

##### **Project Assistant/Assistant Restaurant Manager| Mocha – Coffee & Conversations (Impresario) (Mumbai)**

##### 1 December 2004 – 30 April 2006

* Responsible for the day to day operations of the Restaurant | Assisting in overall operational & administrative responsibilities of the Restaurant
* Handling difficult situations, taking care of guest complaints and assuring relevant action to be taken accordingly
* Assisting & learning new plans of the upcoming projects of the organization | Dealing with all the suppliers & getting their quotation as per the requirement of the project
* Visiting the site & make sure all the work done by the contractors is up to satisfaction level | Assisting in making of section / equipment plan
* Procuring quotations / estimates from Contractors / Suppliers as per the requirements of the Project
* Discussion of the plan with the higher authorities and to make sure that the same is satisfactory.

##### **Sr. Supervisor| Saad Group, Oasis Restaurant Al Khobar, K.S.A**

##### 14 October 2003 – 30 September 2004

Handling parties | Day to Day operation & check on housekeeping | Briefing with staff, Personal hygiene, Grooming | Making weekly duty roaster.

##### **SENIOR CAPTAIN| HOLIDAY INN, AHMEDABAD**

##### 24 September 2002 – 26 March 2003

* Responsible for the day to day operation of the ‘The Waterfall’ Restaurant (Multi cuisine Restaurant)
* Assisting in overall operational & administrative responsibilities of the waterfall restaurant
* Preparing the duty roaster, taking briefing & debriefing of the Restaurant staff
* During peak operational hours, taking of orders, being a helping hand to the junior staff for the smooth operation; take reservations, allotting of tables to the guest, handling difficult situations, taking care of guest complaints and assuring relevant action to be taken accordingly
* Organize special training programs for staff to increase professional skills & motivate the staff
* Assisting the F & B Manager & Restaurant Manager for preparing the month end report and submitting relevant reports like Daily cover report / Daily Sale report / Average sale per cover (weekly)
* Coordination in planning the Theme Dinner nights & Food festivals along with Restaurant Manager & make sure it’s a success operationally
* Making requisition, checking & maintaining the par stock of equipment’s, crockery, cutlery & linen
* Maintaining the record of Tip collection & responsible for distributing the tip, according to the Tip Distribution System
* Got the opportunity to take charge of the Restaurant in absence of Restaurant Manager.

##### **HEAD WAITER| WALEED CATERING SERVICES LLC, OMAN**

##### 14 June 2001 – 31 July 2002

* Responsible for the station allocated by the Senior Supervisor | Supervise the Stewards and train Stewards so that the services given are perfect & timely
* Preparation of weekly requisition & maintaining the stock of equipment’s, crockery, cutlery, food supplies, etc.
* Got the opportunity to take charge as ‘Counter Supervisor’ in absence of Supervisor and being responsible for cash handling & daily operational aspect of the F&B outlet

##### **Butler| Qahatani Palace Saudi Arabia (K.S.A.)**

26 June 1999 – 31 March 2001

**Steward| Holiday Inn Mumbai**

1 MAY 1994 – 31 MAY 1999

### Education

#### Secondary School Certificate Examination (SSC) Kolhapur, Maharashtra, INDIA: 1994–1995

#### Higher Secondary (HSC) – Delhi INDIA: 2011-2012

##### TYBA – Sociology, Modern Institute of Engineering & Management (Gulf Attested): 2015-2016

PERSONAL DETAILS:

Date of Birth: 3 November 1976

Marital Status: Married

**Passport Details:**

Passport No: M 9090320

Place of Issue: Jeddah

Date of Issue: 13.08.2015

Date of Expiry: 12.08.2025

## INTERESTS & ACTIVITIES:

A music lover, Experimenting different recipes