



SREEKUMAR.V.N

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Food & Beverage Manager

Objective

To seek a challenging position of your group with an organization that has the vision and potentials for development, growth and expansion and at the same time maintain a high standard of performance and business ethics.

Key Skills

- Committed to providing excellent quality service.
- Willing to go out of my way to make guests comfortable.
- Learn quickly, and able to work under pressure.
- Strongly developed management, supervisory and training skills.
- Proven commitment to team building, demonstrated by the ability to lead and motivate staff to perform at top efficiency levels.
- Excellent analytical and communication skills.

Core Values

- I am a self motivated person
- Keep myself cool I hard times
- Positive attitude
- Punctuality
- Confident team player
- Always take up the bottom end responsibility in every task
- Good Multitasking
- Flexible to work in any environment and dedicated to work

Career Path

The PGS Vedanta Kochi (4 Star Hotel)

Worked as a Food & Beverage manager

19th Feb2018 to 4th Aug 2021

- Design attractive menus
- Develop a relationship with regular customers
- Follow food and safety regulations
- Ensure that customers are satisfied with food and service
- Assist with marketing events
- Create restaurant policies
- Hire and train new restaurant staff

Olive Down Town Kochi (5 Star Hotel)

Worked as a Restaurant manager

26th Aug 2015 to 16th - Feb 2018

- recruiting, training and supervising staff
- agreeing and managing budgets
- ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
- promoting and marketing the business
- overseeing stock levels
- ordering supplies
- producing staff rotas
- handling customer enquiries and complaints
- taking reservations
- greeting and advising customers
- problem solving
- preparing and presenting staffing/sales reports
- keeping statistical and financial records
- setting targets
- handling administration and paperwork
- making improvements to the running of the business and developing the restaurant

Jumanah Restaurant Abu Dhabi (Multicuisine Restaurant)

Worked as a Restaurant Manager in Abu Dhabi Nov 2014 to June 2015

Carnival court Kakkanad (Carnival Group, Travancore Foods India PVT LTD)

Worked as an Outlet Manager in Carnival Court Kakkanad May 2013 to Oct. 2014

Jumeira Rotana Hotel (Rotana Group), Dubai, U.A.E. Nov. 2008 to April 2013

The Boston Bar. (American Pub),
Bar Captain

Five Dining (Theme Night Restaurant),

Senior Waiter of the Restaurant
Room Service & Banqueting,
Room Service Order Taker.
Minibar Attender.
Store keeper

Keerthi Restaurant, Dubai,

Restaurant Supervisor

Nov. '05-Oct. 08

- Responsible for procuring all the F&B items and maintaining the inventory of the same.
- Handling outdoor catering for special events and parties etc.
- Managing the complete cash transactions of the restaurant.
- Resolving customer complaints to ensure complete customer satisfaction.
- Primarily responsible for leading a team of 18 staff for the smooth running of the operations of the restaurant.
- Supervision on the staff and coordinating all the activities of the restaurant.
- Introducing new items in the restaurant.
- Achieving high levels of guest satisfaction by consistently meeting the set service delivery standards.
- Responsible for taking immediate actions to all special guest requirements and requests.

- Responsible for staff training, staff motivation and preparing duty rosters for the staff.
- Ensuring that high standards of sanitation and cleanliness are maintained in the restaurant at all times.
- Maintaining high standard of personal appearance and hygiene at all times.

Fortune Hotel (ITC Welcom Group) (Malabar Court Restaurant & Tharavad Restaurant)

Career Overview

I was working with the Fortune Hotel (ITC Welcom Group) in the Malabar Court Restaurant and Tharavad Restaurant in two capacities starting Senior Steward and being promoted to Captain of the Restaurant.

Captain of the Restaurant

Dec.'02 – Oct.'05

- Responsible for briefing a staff of 33 members for the smooth running of the operations of the restaurant.
- Responsible for taking room service orders from the guest.
- Responsible for procuring all the F&B items and maintaining the inventory of the same.
- Handling outdoor catering for special events and parties etc.
- Managing the complete cash transactions of the restaurant.
- Resolving customer complaints to ensure complete customer satisfaction.
- Achieving high levels of guest satisfaction by consistently meeting the set service delivery standards.
- Responsible for taking immediate actions to all-special guest requirements and requests.
- Responsible for staff training, staff motivation and preparing duty rosters for the staff.
- Ensuring that high standards of sanitation and cleanliness are maintained in the restaurant at all times.
- Maintaining high standard of personal appearance and hygiene at all times.

Fortune Hotel (ITC Welcom Group)

(Regency Restaurant – Multi-Cuisine Buffet Restaurant)

(Green Park Coffee Shop)

(Oakwood Bar)

Senior Steward

Sept.'00 – Dec.'02

- Responsible for greeting newly seated guests in a friendly manner within 30 seconds of being seated.
- Answering questions about food and drinks including their ingredients, preparation and accompanying items.
- Receiving meal orders.
- Serving guests and creates a warm and fun atmosphere for both guests and employees.
- Responsible for providing the guest with a friendly, competent and top quality service.
- Attending to guests' needs when delivering food to ensure guest satisfaction.
- Maintaining table appearance by pre-bussing, checking drink levels, changing ashtrays, removing clutter and providing extra napkins if necessary.
- Observing guests to respond to any additional needs.
- Totalling bill and presents check upon removal of last plate or upon request. Accepting payment and providing change or credit card voucher within 1-3 minutes of guests' payment.

Nikki's Nest Resort, Kovalam, India

Steward/Room Service

1st Aug.'00 – 30th Aug.'00

- Serving European guests with breakfast, lunch, dinner and weekend buffet dinner.
- Providing courteous, prompt and efficient service while serving a meal.
- Making sure that the guests always feels at ease and finds everything to their taste.
- Attending to guests' needs when delivering food to ensure guest satisfaction.
- Responsible for providing the guest with a friendly, competent and top quality service.

Somatheeram Ayurvedic Beach Resort, Kovalam, India

Apprentice Steward Feb.'00 – 31st July'00

- Serving guests with breakfast, lunch, dinner and weekend buffet dinner.
- Providing courteous, prompt and efficient service while serving a meal.
- Performing various incidental duties to increase guest's enjoyment and facilitating a smooth overall operation.

Ooty Gate Hotel, Ooty, India

Industrial Trainee (F&B Service Dept).

2nd Nov.'98 – Aug.'99

- As an Industrial Trainee, gained training in all the departments of the hotel.

Academic Qualification

Pursuing MBA in Tourism & Hospitality management
(Distance from Bharathiyar University)

Completed 3 Year Degree in BSC Catering Science & Hotel Management
(Bharathiyar University)

1 Year Diploma in Hotel Management from Academy for Management Studies.

Completed Pre-Degree from M.G. University, Kerala.

Achievements

- Nominee for best employee of the month of FEB-2010
- Passed Basic Food Hygiene (HACCP) M.R.S Training Institute.
- Passed Elementary Food Hygiene International Certificate of Scotland(HACCP)

Trainings Attended

Basic Skill development Training 1.Week .IHMCT. Kovalam Trivandrum

- Managing Your Career (Jumeira Rotana)
- Guinness Beer training (Jumeira Rotana)
- Cross Training did in Materials Store as Store Keeper (Jumeira Rotana)
- Basic Food Hygiene. (HACCP)
- Handling Guest Complaints
- WOW Customer Service

Personal Data

Date of Birth -05/05/1980

Nationality Indian

Marital Status Married

Computer Skills Basic Knowledge of Computers

Micros, FBM , Hotelier & Infinity

Hobbies Listening to Music , Watching Movies& reading and learning more about hospitality techniques.

Permanent address

**Varappuzha House
Elavoor P.O
Angamaly Via
Pin 683 572
ErnakulamDist
Kerala**

I do hereby declare that the information given above is true to the best of my knowledge.

Yours Sincerely

Place: Angamaly

Sreekumar.V.N

Date: 29-08- 2021