**Curriculum vitae**

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**m.s.r.v. krishna**

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C/o. Y.V.D. Rajeshwari,

Flat No. 201; Door No. 13-82,

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Andhra Pradesh, india ***Mobile:*** +97430880557

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**CAREER OBJECTIVE**

To work in the dynamic hospitality environment in order to ensure optimum use of human capital for the benefit of the organization & being a result oriented manager seeking to leverage extensive background in recruitment, employee relations, training & Performance appraisal in human resources as a manager in training.

**ACHIEVEMENTS**

* Worked as Area Manager for Qatar operations in JMJ Group of restaurants and apartments ( handled multi brands. 3line and terminal burger).
* Worked as a Branch operations manager for copper chandni Bahrain and also handled corporate learning and development for the group of 21 restaurants.
* Handled the exclusive wagamama kitchen and front of the house team 73 number of staff by following all the international food safety and shelf life guidelines the food which come from UK.
* My restaurant was top grosser of all 40 restaurants in Alazzam group for 18 months.
* Successfully proven track record of 93% score in all 3 corporate audits every month in wagamama
* My restaurant was named Wagamama corporate Middle East training hub.
* Attended international operations training from Wagamama Qatar
* Also very good knowledge about f&b flash presentation(park f&b revenue analysis) reports
* Worked for 6 pre-opening properties.

**WORK EXPERIENCE**

* **Worked as Area Manager for qatar operations in GNJ group of restaurants ( handling multi brands. 3line and terminal burger).from jan-2019**

**Duties and responsibilities:**

* Handled 4 restaurants and company apartments
* HR and recruitment, housekeeping, purchase ordering ,
* Transport for 600 employees 15 vehicles 3 chiller vans and 15 two wheelers ,
* P&L management, reports generating,
* Business development, food quality and hygiene,
* Learning and development.
* Staff schedules for 78 staff and staff welfare
* Room division of staff accommodations and company accommodations for 600 employees
* Responsible for company corporate and internal audits

* **Worked as a Branch operations Manager for copper chandni Bahrain a fine dining restaurant with event catering division.(a prestigious fine dining restaurant group from Saudi Arabia) adliya from OCT 2017 (pre-opening November 2018).( also handling corporate learning and development for the group)**

**Duties and responsibilities:**

* Handled HR and recruitment, housekeeping, purchase, transport,
* P&L management, reports generating,
* Business development, food quality and hygiene,
* Learning and development for 21 restaurants . Staff schedules for 28 staff
* Responsible for company corporate and internal audits
* **Worked as an Restaurant General Manager for Alazzam Group of restaurants in Wagamama city center Bahrain (a prestigious group of Wagamama UK franchise ) from pre-opening (from 9th Aug. 2015 till march 2017)**

**Duties and responsibilities:**

* Housekeeping, purchase orders from UK,
* P&L management, reports generating,
* Business development, food quality and hygiene,
* Learning and development. Staff schedule for 73 staff and welfare
* Responsible for company corporate and internal audits
* **Worked as an F&B manager ( Camp Boss)for Sodexo 11 months.**

**Duties and responsibilities:**

* Handled 3 restaurants, Bar, Banquets and room facilities.
* HR and recruitment, housekeeping, purchase ordering ,
* Transport for the company employees 2 chiller vans
* P&L management, reports generating,
* Food quality and hygiene,
* Learning and development.
* Staff schedules for 45 staff and staff welfare
* Room division of guest accommodations.
* Responsible for company corporate and internal audits
* **Worked as an Outlet manager for The Park Hyderabad (A group of Apeejay Surendra a 5 star boutique contemporary palace and luxury collection design hotel) from February 2st 2010from pre-opening to 2nd June 2014**

**Duties and responsibilities:**

* Handled Room service for 271 rooms and coffee shop.
* purchase ordering ,
* P&L management, reports generating,
* Food quality and hygiene,
* Learning and development for staff.
* Staff schedules for 60 staff
* Responsible for company corporate and internal audits
* **Worked as an F&B Buffett supervisor self-service division in Costa Cruise lines Italy for 22 months**.

**Duties and responsibilities:**

* Handled self-service buffet for 3000 people .
* purchase ordering ,
* Reports generating,
* Food quality and hygiene,
* Learning and development for staff.
* Staff schedules for 85 staff
* Responsible for company corporate and internal audits
* **Worked as an f&B Attendant for Novotel, Hyderabad a 5 star hotel (A group of Accor International) from Pre-Opening 18th May, 2006 to 8th Dec 2007**

**Duties and responsibilities:**

* Handled minibar in charge and in room dining orders for 280 rooms
* purchase ordering ,
* P&L management for minibar, reports generating for minibar,
* Food quality and hygiene,
* Staff schedules for 12 staff
* Responsible for company corporate and internal audits
* **Worked as an f&b Associate in taj krishna, Hyderabad a Five Star Luxury Hotel (A Member of Leading Hotels of the World) from 15th May, 2004 to 18th May, 2006.**

**Duties and responsibilities:**

* Handled in room dining orders for 279 rooms
* purchase ordering ,
* Food quality and hygiene,
* **One of the Pre-opening Team Member for Taj Chandigarh in from 3rd March, 2005 to 7th May, 2005 under deputation from Taj Krishna, Hyderabad**.

**Duties and responsibilities:**

* Pre-opening on deputation in room dining ,restaurant, coffee shop, banquets, bar,
* purchase ordering ,
* Food quality and hygiene,
* Audit responsibilities
* **Worked in green park as an F&B Attendant for 8 months a 4 Star Deluxe Hotel from 1st November, 2003 to 13th May, 2004.**

**Duties and responsibilities:**

* Handled in room dining orders
* purchase ordering ,
* Food quality and hygiene,
* **Worked as a trainee f&B Attendant in hotel taj residency a 5 Star Deluxe Hotel from 1st September, 2001 to 1st February, 2003.**

**Duties and responsibilities:**

* Handled in room dining and coffee shop orders.
* Food quality and hygiene,

**CURRENT JOB PROFILE**

To maximize revenue and profitability of the store, by ensuring prompt, accurate and personalized service to all guests. Continuously improve and innovate upon product and services to achieve a larger market share and retain regular guest of the store. Also follow up with the quarterly, annually corporate (Saudi) purchase orders, and local purchase orders according to the sales. Ensuring the employee cost according to the management fixed budget.

**Operational, revenue, coordination & cost efficiency**

1. Responsible for overseeing and directing all aspects of the store. Operations. Supervises the function of the operations, facilities, employees and costs. Instrumental in achieving operational excellence in his area.
2. Provides functional assistance and direction to f&b operations.
3. Sanitation, cleanliness and hygiene of the Front & Back Area.
4. Leading by example - Fills in for line staff whenever required.
5. Assists to control and formulate the annual Food and Beverage Revenue budget.
6. Co-ordinates with the Purchase Manager for special purchase requirements relating to restaurant operations and functioning.( UK and local purchasing orders)
7. Takes and regulates month end inventories of crockery, glassware, cutlery, hollowware, tableware, linen and all other perishable and non-perishable items that are essential and related to the f&b operations.
8. Controls all operating costs & create awareness in the team
9. Breakage control & tracking daily & monthly consolidate
10. Assists to control and formulate the annual Food and Beverage Expense budgets.
11. Supervises cleaning and maintenance of equipment in the work area.
12. Achieves maximum profitability of the outlet he or she is assigned to.
13. Controls - Quality levels of products and service - SOP guidelines

**Guest Orientation & Feedback**

1. Interacts with guests of the hotel and individuals outside the hotel including, suppliers, government officials, competitors and other members of the local community.
2. Maintains close surveillance of guest comment cards of the outlet he or she is assigned to and carries out monthly analysis of the same and shares the same as required.

**Team Handling & productivity**

1. Establishes and maintains effective employee relations.
2. Team coordination and conflict resolution are his prime area of competencies.
3. Conducts under the guidance of the Dir./ Associate Dir. - Food and Beverage and the co-ordination of the Human Resource department such functions as employee orientation, on the job performance appraisal, coaching and supervision, if necessary to ensure appropriate staffing and productivity.
4. Develops formal training plans and conducts on the job training sessions for the In room dining employees.
5. Attends and contributes to Food and Beverage departmental meetings.
6. Performs related duties and special projects as assigned.

**Reporting, Checklists & Recording**

1.Establishes and maintains a record system to include, but not limited to the following;

* Menu file
* Promotion and festivals file
* Activities file
* Breakage and inventories file
* Budgets and sales analysis file
* Guest History
* Privilege & Guest Data base for mailer, sms burst or tele-calling etc.

1. Assists with the following

* Inspection checklists - daily briefing, monthly checklists etc
* Departmental reports - month end, competition, expenses etc.
* Other reports as required

**Initiatives & Special Responsibilities**

* To coordinate with finance for the monthly P&L statement for F&B and f&b flash.
* To follow up on the areas of concern (higher than budgeted costs) & get the relevant details.
* All guest feedback (positive or negative) to be collated & replies formatted & sent to Director F&B
* Departmental trainer for food & beverage.

**EDUCATION QUALIFICATION**

* S.S.C.(high school)
* INTERMEDIATE.(+2)
* BA,BSC HM&CT
* MBA MARKETING
* STCW 95 Course from Navel Maritime Academy - Mumbai.
* (Personal survival Technique, Fire Prevention and Firefighting, Elementary First aid, Personal safety and Social responsibility)

**PERSONAL PROFILE**

Father's Name : Late M.S. Rao

Gender : Male

Marital Status : Un-married

Nationality : Indian

languages Known : English, Hindi & Telugu,

Hobbies : Surfing the Net, watching cricket

**DECLARATION**

I hereby declare that the above specified details are true and correct to the best of my Knowledge and belief.

Date :

Place :

M. S. R. Vamshi Krishna

**Professional References**

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| **Name** | **Designation** | **Company Name** | **Contact number** |
| Mr. S. kumar | Area manager | copper chandni | 97333258192 |
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