

Manjit B Rawat

Mobile: +919136091301

Email: angad182012@gmail.com

❖❖ RESTAURANT MANAGER ❖❖

Summary: Motivated leader with 19+ years' experience in organizing and managing services within hospitality environment. Track Record of on-the-spot decision making and supporting the employees. Focused on ensuring the guests' needs while enforcing standards for individual performance. Adapt at general supervision, hiring, training and motivation of employees.

- Highly skilled in driving sales through excellent operations and marketing efforts
- Hands on experience in managing restaurant functions to ensure exceptional customer services
- Well-versed in analyzing areas of improvement in business and evaluating employee performance

Career Objective

To work with a dynamic organization offering growth and career opportunity and at the same time adopting new ideas and concepts, both for the organizational benefit as well as for the enhancement of career.

Current Job Profile

Worked with **Provenance(Coffee and Gift Boutique Shop)** as Restaurant Manager from 1st Oct 2018 till March 2020

Primary responsibilities includes –

- Established mandatory customer service training program for all customer-facing employees.
- Increased employee satisfaction by 23% while cutting staff turnover in half by developing staff recognition and accountability programs.
- Managed restaurant operations in terms of staffing and scheduling functions.
- Greet guests and make arrangements to seat them.
- Ensured provision of service in terms of order accuracy and time management.
- Interviewed, hired and trained personnel to work in a restaurant environment.
- Ensured smooth coordination between the back-end and front-end activities.
- Managed inventory and stocks and supplies.
- Managed customer complaints and queries.

Worked with **Spice Mantraa Inspirational Indian Cuisine (Bali,Indonesia)** as Restaurant Manager from July 2016 till May 2018

Primary responsibilities includes –

- Managing the entire staff of the restaurant and coordinating their work

- Responsible for increasing the business of the restaurant
- Analyze and plan restaurant sales and organize marketing events and promotional plans accordingly
- Generating detailed daily, monthly, quarterly and yearly reports on business, staff, and profit
- Set budgets and execute plans for department sales, product purchase and staff development
- Coordinating and managing the entire operation of restaurant by scheduling shifts
- Provide customer support by resolving their complaints about service or food quality
- Meeting and greeting customers and organize table reservations
- Recruiting, training and motivating staff
- Maintain high standard quality hygiene, health and safety
- Multi-tasking abilities that help them coordinating different sections in the restaurant
- Inventiveness in introducing new ideas that would increase the business
- Aware about Federal Food, Drug and Cosmetic Act.
- Fluent communication and social skills to interact with customers
- Skilled in recruiting, training and supervising new staff
- Overseeing the stock levels and placing the orders well in advance

Worked with **THE CLASSIC INDIA (JOHANNESBURG)**, as GROUP HEAD from December 2012 till March 2016

Primary responsibilities includes –

- Managing and Monitoring overall duties in all the branches.
- Stock control of all the branches.
- Hiring manpower for all the branches.
- Improving restaurants business by inculcating business development ideas and by implying different advertisement sources.
- Leading the staff and providing training to them.
- Conducting staff meeting for discussing the issues if any and guiding them for smooth functioning of the restaurants.
- Monitoring uniform, hygiene & code of conduct of the staffs.
- Monitoring and managing finance and budget.

Worked with **SHAHI GROUP INDIAN RESTAURANT(JOHANNESBURG)**, as Sr.F&B Manager from December 2010 till November 2012

Primary responsibilities includes –

- Responsible for interviewing, hiring, scheduling and management of all restaurant staff.
- Maintained relationships and managed expenses with reputable food purveyors
- Designed, developed and executed menus, quality control and seasonal specials.
- Responsible for making changes in the menu as per the requirement of customers.

- Planned and arranged dinners, luncheons and reception for up to 200 people.
- Maintain upscale environment for all guests and patrons.
- Providing marketing strategies to improve business.
- Monitoring stock purchasing.

Worked with **JEWEL OF INDIA RESTAURANT CAPETOWN, SOUTHERN SUN JOHANNESBURG**, as Sr.F&B Manager from August 2008 to November 2010

Primary responsibilities includes –

- Maintaining Food Production Material Unit and Examining preparation of range of food items such as Meat, Seafood and Vegetables.
- Leading people through workplace Diversity, Leadership and Rostering Practices.
- Plan & Conduct Meetings involving multiple participants in Hospitality Establishment.
- Managing Financial Operation & Physical assets Of Hospitality Department.
- Monitoring Business Plans & Risk Management strategies in Hospitality Department.
- Done duties such as marketing, advertising and restaurant layout.
- Increased sales by 72 % during my tenurity in the employment.
- Perform stock checking.
- Performed various other duties as needed.

Worked with **Manjushree Hotel & Resort**, as F&B Manager from October 2004 to July 2008.

Primary responsibilities includes –

- Provide supportive functional assistance for smooth operation of restaurant.
- Monitor appropriate standards of conduct, uniform, hygiene & appearance of the staffs.
- Promote restaurant facilities among guest.
- Preparation and Management of Department Budget, Control and Monitoring Departmental cost on regular basis to ensure performance against budget.
- Conducting Briefings for the Staff Daily.
- Taking care of the Restaurant and kitchen responsibilities.
- Marketing the Restaurant with regard to business improvements.
- Checking the monthly Stock Counting.
- Banqueting Assistance.
- Taking Feed-Back form the Customers, solving the problems if any.
- Maintaining the Following Reports:
- Food Costing Report
- Used Stock Report
- Statistical Sales Report
- Staff Attendance Report
- Purchasing Stock Report

Worked with **Shree Shabari Hospitality**, as Jr.F&B Manager from July 2001 to September 2004.

Primary responsibilities includes -

- Establish and Conduct Business Relationship, Safe and Secure Work Place.

- Develop and Implement Operational Plans.
- Develop and Maintain the legal knowledge for business compliance.
- Manage Finance with Budget & Monitor Budget.
- Covering all the areas such as Food & Beverages, Accommodation, Finance & Marketing & Customer Service.
- Deal with problems and complaints of customers by providing all time service.
- Also responsible for supervising staff properly.
- Responsible for various other duties assigned.
- Responsible for checking guest in and out

Education

- MBA in Hotel Management from International Institute of Learning Management (BS), Mumbai in 2010.
- Master's Degree in Commerce From Mumbai University in May, 2003.
- Bachelor's Degree in Commerce from Mumbai University in April, 2001.

Skill Sets

- Knowledge Windows 98, 2000, MS-Excel, MS-Power point, MS- Word & Internet
- Well- Versed with all Equity Softwares Such as Neat-Cash, Odin ,Odin Diet, Orion, Capital Market & Derivatives Market Dealer Module

Personal Details

Passport No: S1223179

Place of Issue: Bali,Indonesia

Marital Status: Married

Nationality: Indian

Sex: Male

Language Known: English, Hindi, Marathi, Garhwali, Afrikaans, Zulu and Bahasa (Indonesia)

Soft Skills

Motivator and a Great Team Leader

Dynamic & Focus Interpersonal Skills

Excellent Communication & Persuasion Skills as well as analytical skills

Hobbies

Listening to Music, Shopping, Cooking, Playing Volley ball and Swimming

DECLARATION:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Manjit Rawat)