#  C:\Users\server sys\Desktop\Bairavan (2).jpg

 **N.Bairava Subramaniyan Phone: 0091-9677417949**

**Executive summary**

Energetic manager with over 18 years of Fine dine restaurant, qsr & Customer service experience seeks challenging service position which will fully utilize my ability to manage people and processes. Creative problem solver with ability to resolve conflict.

**Personal Details**

DOB : 05 - 07 - 1979

Marital status : Married

Nationality : Indian

Sex : Male

Passport No : G9488440

Passport Expiry : 05-01-2019

Place of Issue : Singapore.

Contact No : 0091 9677417949

Whatsapp No : 0091 9597194608

Mail id : nithinraj.bairavan@gmail.com

Languages Known : Tamil, English, Bahasa Melayu.

Address : Door No. L32, L Block,

 Jagannath Orchid Apartments,

 Thaiyur Village Road,

 Chenganmal, Kelampakkam,

 Chennai-603103.

**Educational Qualification**

**Bachelor of Hotel Management**

J.J. College of Arts & Science, Pudukkottai, Tamilnadu,India. Year 1995-1998. Bharathidasan Univercity, Trichy

IT skills – **MS Office & Windows**

**Professional Experience:**

**Working as a Area Manager- Namma Unavagam,**

**Chennai. Till date**

* Be accountable and responsible for 5 outlet operations and maintenance.
* To prepare, review and adjust financial budgets, systems and processes and monitor performance against budget
* Develop and implement approved procedures and systems across Outlet operations to ensure smooth co-ordination / co-operation among various internal departments to facilitate business needs and deliver positive Guest experiences
* To prepare, review and adjust financial budgets, systems and processes and monitor performance against budget
* Develop and upkeep the identity - ensure adherences to corporate brand guidelines
* Maximize all sales opportunities in the business, including quality of service, food and drinks availability, using all company point-of-sale as directed.
* Have an understanding of all promotions and point-of-sale requirements and work with the team to maximize sales at every opportunity
* Forecast sales and wages weekly/monthly, using the standard forecasting planner
* Be responsible for accurate roster-planning, based on forecast sales and wage budget
* Manage all delivery processes, including checking in orders, storage, stock rotation, security, maintenance, loss investigation and staff training
* Follow all company standard of procedures, including loss prevention measures and procedures for the security of staff and premises, maintenance at all times.

**Property Manager- Carnival food Court @ Spencer Plaza.**

**Nov.2013 to Sep.2016**

**Travancore Foods India Pvt Ltd.**

* Develop a structured business plan for the food court covering all key components of food court operation
* Ensure proper tenant mix and zoning within the food court in line with business strategy and market demand and to achieve desired food fall
* Negotiation of leases both new and renewals across all categories of the business
* Develop and maintain a long term beneficial relationship with all existing tenants and new tenants as well.
* To ensure smooth and positive relationship with the tenants, suppliers and contractors
* Prepare plans and schedules for regular and periodic maintenance in conjunction with relevant department heads and follow up on quality and execution
* Preparation and development of marketing and annual event plans/calendar
* Follow up on the collection of monies owed from tenants and implementation of contractual terms

* Resolves complaints and demands of tenants and work to remove the causes of the complaint and respond to their requests within the legal and contractual obligations
* Follow legal procedures with respect to food court operations and tenant interactions
* Develop and upkeep the identity - ensure adherences to corporate brand guidelines
* Take steps to improve customer services inside food court
* Be accountable for all cash management throughout the Food Court. Conduct thorough investigations for all cash-loss issues
* Review P&L account monthly with the team on clear targets for improvements for any targets not achieved
* Have an understanding of all promotions and point-of-sale requirements and work with the team to maximize sales at every opportunity
* Forecast sales and wages weekly/monthly, using the standard forecasting planner
* Be responsible for accurate roster-planning, based on forecast sales and wage budget
* Manage all delivery processes, including checking in orders, storage, stock rotation, security, maintenance, loss investigation and staff training
* Complete product-ordering on time, every time; ensure full availability of all drink, food and non-consumable items
* Follow all company standard of procedures, including loss prevention measures and procedures for the security of staff and premises, maintenance at all times.
* Monitor and manage all maintenance issues and manage third-party contractors
* Be aware of and adhere to licensing, data protection, Health & Safety at Work and at all times
* Identify and monitor training needs and take an active role in developing people

**Asst Manager. Operations**

**Oct 2012 to Oct 2013**

**AGS Cinemas pvt ltd - Navalur. Chennai.**

• Conducted daily pre-shift and weekly meetings to ensure organizational efficiency.

• Clearly and promptly communicated pertinent information to staff, such as large Reservations or last minute Movie changes.

• Organized special events in the restaurant, including receptions, promotions.

• Recognized and formally acknowledged outstanding staff performance to boost ,Company morale and productivity.

• Optimized profits by controlling food, and labour costs on a daily basis.

• Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.

• Investigate and resolve complaints regarding food quality, service.

• Schedule and receive food and beverage deliveries, checking delivery contents to Verify product quality and quantity.

• Maintain food and equipment, and keep inventory records.

• Consistently maintained high levels of cleanliness, organization, storage, and Sanitation.

• Organize and direct worker training programs, resolve personnel problems, hire New staff, and evaluate employee performance in dining and lodging facilities.

• Met, greeted and encouraged feedback from customers and used feedback to

 Implement positive changes within the restaurant.

• Assign opening and closing duties to team members, and scheduled shifts.

**Assistant Restaurant Manager (Restaurant – in – charge)**

**February 2008 to June 2012**

**KFC Singapore**

* Lead the shift in consistently exceeding customer expectation
* Handle customer complaints promptly and professionally.
* Recruitment of full timer and part time employee’s.
* Carry out hourly temperature checks on all products to ensure quality.
* Carry out security checks on the restaurant during pre opening and post closing checks.
* Ensure that all products are available at all times during business hours.
* Control staff amenities to prevent abuse and wastages.
* Took part of the successful opening of new branch.
* Participated in implementing the new delivery system for home delivery sales.
* Update catering department to perform marketing and public relations activities, which Included sales blitz's of surrounding businesses.
* Identify and monitor training needs and take an active role in developing people
* Manage the day-to-day attendance of staff and managers, in line with company sickness and absence management policies and procedures

• Conducted daily pre-shift and weekly meetings to ensure organizational efficiency.

• Recognized and formally acknowledged outstanding staff performance to boost Company morale and productivity.

• Optimized profits by controlling food, and labour costs on a daily basis.

• Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.

• Investigate and resolve customer complaints, food quality, service.

• Schedule and receive food and beverage deliveries, checking delivery contents to Verify product quality and quantity.

• Maintain food and equipment, and keep inventory records.

• Consistently maintained high levels of cleanliness, organization, storage, and Sanitation.

• Organize and direct worker training programs, resolve personnel problems, hire New staff, and evaluate employee performance in dining and lodging facilities.

• Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant and food court.

* Deliver excellent customer service and maintain a high standard of customer management, at all times
* Ensure that opening and closing procedures are adhered to, in line with company policy, taking account of security and the health & safety of people and property

**Food & Beverage Manager**

**The Hotel Selvie's - Tiruvarur.**

**December 2005 to Jan. 2008**

* My role is to maximize profitability in restaurant, Banquets & Bar by increasing sales while decreasing/maintaining cost.
* Provide great customer service, by serving a quality product, in a clean F & B outlet.
* Responsibilities are but not limited to: training staff; planning, assigning, and directing work; appraising performance; rewarding and disciplining staff; addressing complaints and resolving problems.

**Lotus Food Industries, Kualalumpur, Malaysia.**

June 2002 to October 2005

**Food & Beverage Service Captain.**

* Supervised staff of twenty employees per shift.
* Monitored food costs, filed reports.
* Controlled Shift Management, Personnel, Cash Deposits, Opening and Closing Inventory.

**Resort Cidade de Goa, Goa.**

**October 1999 to March 2002.**

**Food & Beverage Service Captain.**

* Carry out security checks on the restaurant during pre opening and post closing checks.
* Ensure that all products are available at all times during business hours.
* Staff Deployment for Opening & Closing of Restaurant & Bar.