

# CURRICULUM VITAE / RESUME



## RAHUL ARUN PATIL

Present Address of Correspondence

Flat No – 303,  
Building No – 21,  
Al Yamama Plaza,  
Entrance No – 19,  
Road No - 1802,  
Block No - 318,

**Al Hoorah, Kingdom of Bahrain.**

**MOBILE NO: - (+973) 36876644 (ALSO HAS WHATSAPP)**

**PERSONAL EMAIL ID: - rahulpatil.8461@gmail.com**

**ALTERNATE EMAIL ID: - rahulpatil1984@hotmail.com**

---

## CAREER OBJECTIVE:

As an experienced Food and Beverage Management personnel, I am now seeking a great opportunity that will utilize my strengths in personnel management, problem-solving, and process improvement to have an immediate impact on operations, productivity, and profitability.

## CAREER SYNOPSIS:

Over 15+ years of professional work experience in Food & Beverage Service, Operations encompassing **Hotels, Cruise liners, Casual Dining, Fine Dining, Fast Food / Quick Service Restaurants, Training and Development, Banquets, and Food & Beverage operations.** Proven track record of developing procedures, service standards, and operational policies of the unit. Deft at streamlining the workflow and boosting revenue. Significantly improved organizational effectiveness, business, and image via customers. Committed to a visionary, results, and Guest-Oriented approach. Excellent Interpersonal, Communication, Team-building, and delegating skills with Training and Development of the workforce.

## **PERSONAL DETAILS:**

Date of Birth: **10/06/1984**

Nationality: **Indian**

Marital Status: **Married & a proud Father of 1 Daughter**

Passport No: **M6941817**

Date of Issue: **05/03/2015**

Date of Expiry: **04/03/2025**

Driving License, No: **840658281**

First Issue Date: **24/04/2018**

Expiry Date: **23/04/2023**

Languages Spoken: **Excellent command over English, Hindi & Marathi (Native speaker). Basic Arabic.**

## **PERSONAL PROFILE:**

- Competent, diligent & detailed-oriented professional, with an experience of over 14 years in the training and operations gamut along with experience in Hotel Management.
- Equipped with the knack of developing and conducting training programs, conducting Training Need Analysis, reaching out to the target audience, and ensuring that the trainees reap maximum benefit from a training program.
- Well-versed in the use of both modern and classic training methods.
- Innovative and a lateral thinker.
- Open to accepting any given challenge and delivering to the utmost satisfaction of the management.
- Proficient in working with given budgets and efficient in cost controls.
- Skilled in understanding adult learners and delivering training programs to suit the various learning styles.
- Demonstrated ability to manage human, financial, and material resources towards the achievement of stated targets\ objectives, to plan and manage work programmers and to lead, motivate and provide effective guidance to a team of professionals.
- An unwavering commitment to customer service, with the ability to ensure high quality and timely expedition of customer requests, build productive relationships, resolve complex issues and win customer loyalty.

## **HOBBIES:**

Reading Newspapers, Sports and Food Magazines, watching cookery and travel shows. Playing Cricket and Carom.

## **COMPUTER LITERACY:**

Windows, MS-PowerPoint, MS-Excel, MS-Word, MS-Outlook, and Internet usage.

## **SKILLS:**

Have a high level of confidence, able to communicate at all levels, and work independently under all circumstances. Ensure all tasks given to me are accomplished on time.

## **EDUCATIONAL QUALIFICATIONS:**

<b>Degree</b>	<b>Institute</b>	<b>University/Board</b>	<b>Year of passing</b>	<b>Grade/Class</b>
MBA in hospitality management	Indian School of Business Management & Administration, Mumbai, India	Council of Distance Learning	2010	A+
3 years Diploma in Hotel Management and Catering Technology	Kohinoor College of Hotel, Tourism & Management Studies, Mumbai, India	Maharashtra State Board of Technical Education	2006	Second
Higher Secondary Certificate	Abhinav College of Commerce & Science, Mumbai, India	Maharashtra State Board	2002	Second
Secondary School Certificate	Manjunath High School, Mumbai, India	Maharashtra State Board	1999	Second

## **CORE COMPETENCIES:**

### **Food & Beverage Operations**

- ◆ Maintaining appropriate documentation for sales, costs, and inventory control for timely indenting of supplies.
- ◆ Ensuring compliance with pre-set quality & hygiene standards as well as aesthetic presentation of food and beverages.
- ◆ Meet the outlet chef on regular basis and get ideas and suggestions for dishes with low food costs. Plan and implement these dishes in the Ala Carte / Buffet menu of the week along with the operations manager & brand chef, eventually up selling to generate more revenue and reduce food costs to get maximum profitability.

### **Quality Compliance**

- ◆ Implementing procedures, and control systems for maintaining hygiene & quality standards.
- ◆ Coordinating with operating staff for the upkeep of all types of equipment and ensuring all are in perfect working order.
- ◆ Liaise with the Health & Hygiene Manager to ensure the highest levels of hygiene and safety are implemented in the work area.

### **Client Servicing**

- ◆ Anticipating needs of the most discerning international and domestic guests, both business and leisure, and providing services accordingly.
- ◆ Total customer satisfaction by imparting quality service.
- ◆ Adhering to all the policies, procedures, and guidelines laid down by the company and in turn exceeding customer expectations to ensure total customer delight. Reviewing the guest data on records and providing efficient service as per the guest requirements & expectations.

## Man Management/ Training & Development

- ◆ Imparting appropriate in-house training on Service Excellence and Teamwork to provide support to the service staff.
- ◆ Organizing theoretical training to enhance skills and motivational levels.
- ◆ Handling various aspects of Performance Review and Appraisal.
- ◆ Assessing the training conducted and suggesting refresher training.

## CAREER CONTOUR:

1. Currently working with a local Bahraini-owned organization, from **FEBRUARY 12, 2020 to date** in the capacity of an **"RESTAURANTS OPERATIONS MANAGER"**. We have a Casual Dining Full Service Restaurant by the name **"UPLIFT"** (We are selling Gourmet Burgers, Signature Appetizers, Mini Sliders, Pizzas, Pasta & Some Classic Mojitos & exotic Mocktail's). We have one franchisee brand, name **"DONER MASTER RESTAURANTS"**, in this restaurant we are selling European Styled Donor Kebabs & Burgers. We also started two new **cloud kitchen concepts** which are available for our valued Customers only for take-away & deliveries by the name **"MICRO BITES KITCHEN"** & **"SAH BURGER KITCHEN"**. All these restaurant brands & concepts are operational in the Kingdom of Bahrain. **We have an upcoming new project coming soon at AL KHOBAR in SAUDI ARABIA. At present, I'm responsible for the complete Restaurants operations & management (managing all the aspects of our Restaurants / Food & Beverage related business). I report to our 2 Owner's directly. Overall responsible to manage & operate 7 outlets in the Kingdom of Bahrain. Uplift Restaurant in Hamala, 3 Doner Master Restaurants, each in Hamala, Sanad and Juffair. 2 Cloud kitchen concepts, SAH BURGER KITCHEN & MICRO BITES KITCHEN, located in 3 different location in the Kigdom of Bahrain.**
2. Was employed with, **"3 LINES RESTAURANTS S.P.C."**, owned by the local Bahraini organization called **"GNJ GROUP"** headquartered in Riffa, Kingdom of Bahrain. I was working in the capacity of **"MULTI-UNIT MANAGER"**. Was employed from, **DECEMBER 2018 to DECEMBER 2019**. It has a total of **8 branches of 3 Lines (Burger, Pasta & Potato), 2 branches of the "The Terminal Transit Burgers" in Bahrain. Total of 3 branches in KSA & 3 each in Qatar.**
3. Was hired only for the short pre-opening project with a local Bahraini-owned organization called **"AL-SHARFA HOLDINGS"**, in the capacity of **"FOOD & BEVERAGE MANAGER"**. Was employed from **August 2018 to December 2018**. I was instrumental & fully tasked with the opening their Kuwaiti-based brand known as **"CAF CAFÉ"** in Seef District, Kingdom of Bahrain. Was responsible to procure & purchase all the Café related equipment's, as per the checklist provided to us by the Kuwait based Franchise director.

4. Was employed with, **“3 LINES RESTAURANTS S.P.C.”**, owned by the local Bahraini organization called **“GNJ GROUP”** headquartered **in Riffa, Kingdom of Bahrain**. I was working in the capacity of **“RESTAURANT MANAGER”**. Was employed from, **September 2017 to July 2018**. It has a total of **8 branches of 3 Lines (Burger, Pasta & Potato), 2 branches of the "The Terminal Transit Burgers" in Bahrain. Total of 3 branches in KSA & 3 each in Qatar.**

#### **OPERATIONS / MANAGEMENT:**

- Managing different areas of restaurant operations such as customer relations, quality control, and inventories.
- Conducting training and motivating both old and new team members about their work and responsibilities.
- Managing financial aspects of the restaurants such as sales trends and expenditures.
- Involve in marketing through social media, catering, and outdoor services.
- Coordinating with Restaurant Managers with mid-month and end-of-month inventories to ensure that costs are in-control and meeting the desired figures.
- Conducting managers' mid-month and monthly reviews in my area to discuss individual store performances.
- Doing Bi-Monthly store visits to ensure that every restaurant is in excellent store condition and to discuss critical store-related issues.
- Handling customer complaints and ensuring the satisfaction of the customer.
- Following the store budget, and payroll procedures, creating a crew incentive program, performing quality checks, and ensuring that the speed of service meets the company standards.
- Creating new menus and working along with the Head Chef & Managing Director to make sure that all our customers are satisfied.

#### **STAFFING:**

- Conduct regular training to both old and new employees about customer service, food safety, upgraded equipment, and tools.
- Coordinating with RMs regarding weekly schedules to reduce labor costs.
- Involve in recruiting staff to meet Store manpower requirements.
- Maintaining a friendly and healthy environment inside and outside the restaurant.
- Working with HRD about reducing manpower turnover. • Motivating staff, appreciating their hard work, and creating recreational events such as sports fest and annual parties.

5. Worked with, **“JAWAD BUSINESS GROUP”** in one of their international franchise brand called, **“PAPA JOHN’S PIZZA”** in the capacity of a **“RESTAURANT GENERAL MANAGER”** from **JULY 07, 2015 till SEPTEMBER 14, 2017**. I am also a certified **“TRAINING GENERAL MANAGER (TGM)”** from the **PAPA JOHN’S PIZZA INTERNATIONAL UNIVERSITY** headquartered in the U.S.A.

6. Worked with the local Bahraini organization known as **"ALI AL SHARIF GROUP"** in their casual - dining restaurant/concept called **"CAFÉ ITALIA PIZZERIA & RISTORANTE"** (A TRUE & AUTHENTIC ITALIAN FAST CASUAL DINING CONCEPT) in the capacity of a **"RESTAURANT / OUTLET MANAGER"** & was employed since **SEPTEMBER 29, 2012 TILL JANUARY 31, 2015**. The restaurant was located in the **Bahrain City Center Mall Food Court / Cinema area**. I was handling & managing the complete restaurant operations & management with the 28 staff's (including kitchen & dining) reporting directly to me & I was reporting directly to the Directors.
7. Worked with **SPAGHETTI KITCHEN**, as an **"ASSISTANT RESTAURANT MANAGER"** in **MUMBAI, INDIA** from **January 6, 2011, till August 25, 2012**, Chain of Authentic Casual & Quick Service Fine - Dining Italian Restaurants operating at 4 locations in Mumbai under the Umbrella of **PAN INDIA FOOD SOLUTIONS PVT. LTD.**, formerly known as **BLUE FOODS PVT. LTD.** Their brands include Copper Chimney, Bombay Blue, Noodle Bar by China Town, Penne, Coffee Bean Tea Leaf, and Food Courts. Carrying out direct Supervision and managing a 130 Covers restaurant with the manning of 30 staff.

**Fairmont Bab Al Bahr, Abu Dhabi, U.A.E.**

**Guest Service Associate**

**Dec' 2009 – Jan' 2011**

**Carnival Cruise Lines, Southampton, UK**

**Server**

**Mar' 2008 – Oct' 2009**

**Hotel Hyatt Regency, Mumbai, India**

**Guest Service Associate**

**Jun' 2006 – Nov' 2007**

**TRAINING COURSES ATTENDED:**

- ⇒ Management Coach Mentor Training, Papa John's International Online University
- ⇒ Advanced Classroom Facilitation Training
- ⇒ Classroom Facilitator Training
- ⇒ Retail Management.
- ⇒ Papa John's Pizza Master Training Skills, UAE.
- ⇒ Food, Hygiene, and Sanitation.
- ⇒ LST Training (labor schedule training)
- ⇒ Customer Service.

**PERMANENT ADDRESS OF CORRESPONDENCE: -**

House / Block No – 12, New Aasawari Co-operative Housing Society, Saraswat Colony, Near Pendse Nagar,  
Pin code – 421201 Suburb – Dombivali (East), City – Mumbai, State – Maharashtra, Country – India.

I hereby declare that the above information is true to the best of my knowledge and belief.

**DATE: -**

**[RAHUL ARUN PATIL]**