**VIJESH ALEX** 

Flat #12

Building-1991

Road -1835

Block-318, Hoora, Kingdom of Bahrain

Mobile-39319979

Email: vijeshalex@gmail.com

Personal Summary

 An enthusiastic manager with drive, determination and a proven ability to ensure that a restaurant operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and service and also present a positive and fashionable image of the business. Extensive knowledge of the hospitality industry, its working practices, recruitment, and pay, conditions of employment and diversity issues.

Now looking for a new and challenging managerial position, one which will make best use of my existing skills and experience.

**PERSONAL INFORMATION**

Nationality : Indian

Date of Birth : 28-02-1982

Gender : Male

Marital status : Married

Passport No : M3216337

Passport Issue Date : 31-12-2015

Passport Expiry Date : 30- 12- 2025

Driving License: Valid Bahrain & Indian License

**AREAS OF EXPERTISE**

* Quality control
* Health & safety
* Customer care
* Cost control
* Customer focused
* Marketing activities

**ACADEMIC QUALIFICATIONS**

Diploma in Hotel Management.

National School of Hotel management-2002

Pre Degree (History)

University of Calicut-2000

**COURCES ATTENDED**

* Food safety and Hygiene
* Appraisal Management
* First Aid
* Fire And Safety

**WORK EXPERIENCE**

Total Years of Experience : 18 YEARS

**THE BRITISH CLUB BAHRAIN**

**Designation: Duty Manager**

**Duration: January 2017 - Present**.

**Duties and Responsibilities**

* Ensuring employees are offering exceptional customer service
* Making Sure Customers are Happy with the service and Products
* Delegate Duties
* Assisting Operation Manager and General manager
* Helping to implement Club Policies
* Handling Cash and End of Day Checking
* Managing Club Cleanliness
* Dealing with Customer Complaints and Issues
* Ensuring health and Safety and also Hygiene Procedures and Standards are Maintained
* Report all incident related to safety and Security to General manager
* Conduct Daily, Weekly & Monthly Inventory

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| --- | --- |
| March-2013- December-2016 | Fatburger Restaurant |
| Employer | Business Development Group |
| Location | Bahrain |
| Position Held | Restaurant General manager |

* Managing a high volume restaurant & improving all controllable costs thereby maximizing financial performance. Also responsible for effectively developing, managing and leading the restaurant team to provide excellent service.
* Ensuring the highest standards of food and beverage service.
* Keeping control of food and labor costs. Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in-depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Maximizing all business opportunities to drive sales.
* Communicating with the kitchen staff to ensure efficient food service.
* Overseeing client bookings & reservations.

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| Auguest-2010-January-2013 | Dairy Queen Restaurant |
| Employer | Jawad Business Group |
| Location | Bahrain |
| Position Held | Restaurant General manager |

| June -2007 –July 2010  | Metro Pizza |
| --- | --- |
| Employer | FK International |
| Location | Bahrain |
| Position held | Assistant Restaurant manager |

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|  July-2006-May-2007  | Pizza Hut |
| Employer | Dodsal Corporation |
| Location | India |
| Position held | Team Member –Management trainee |

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| April -2003-July-2006  | Pizza Hut |
| Employer | SMA Restaurant Pvt Ltd. |
| Location | Cochin, India |
| Position held | Team Member |

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| April-2002 –March-2003  | Fortune Hotels –Ootty & Calicut |
| Employer | Welcome Group (Division of ITC) |
| Location | India |
| Position held | Trainee Steward—Senior Steward |

*Key skills and Competencies*

* Strong motivational and influential people skills.
* An eye for detail and the ability to drive consistent brand standards.
* Experience of managing people and driving business performance
* Realistic , hardworking, focused, proactive & adaptable to work environment
* Keep a track of all customer feedback from the staff and train them on those issues.
* Control cost through effective utilization of human resources, materials, equipments.
* Keep the track of sale weekly and monthly basis
* Check on staffing and their basic needs.
* Accountable for tracking inventory and focus in MCP( manager controllable profit )

**REFERENCES** – Available on request

**DECLARATION**

I hear by declare that all the above information true and correct to the best of my knowledge and belief.

Yours faithfully

Vijesh Alex.