

Curriculum Vitae

FREBIN FRANCIS

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OBJECTIVES

With over 18 years of substantial experience in Food & Beverage industry along with strong customer satisfaction, competent administrative skills to collaborate service and kitchen operations towards success, highly focused on food and hygiene safety, a firm believer of talent development, hands-on in marketing and advertising, clear focus on profit and loss, above all work with integrity & accountability by displaying passion, innovation and efficiency, now striving managerial assignments in F&B management and to respond to new challenges with a growth-oriented organization in the hospitality industry.

PERSONAL STATS

DOB: 28th Mar 1984

Nationality: India

LANGUAGES KNOWN

English, Hindi, Malayalam,
Kannada, Tamil & Urdu.

PASSPORT DETAILS:

Passport No: M5709981

Valid Till: May' 2025

Issued Place: Bahrain

PRESENT ADDRESS:

Flat 1, BLDG 2472, RD 2651

Area 226, Kingdom of Bahrain

ACADEMIC CREDENTIAL:

Diploma in Hotel Management:

India Technical Institution, Bangalore in 2004.

INTERNSHIP:

AUG' 2002- OCT'2004 Apprenticeship in Food & Beverage Service for the Hotel Taj Gateway

CORE COMPETENCE

- Extensive experience in Business Development, Operations' Management, Guest/ Client Servicing, Food & Beverages Operations, General Administration.
- Played a pivotal roles in executing activities in all the areas of F&B service including Coffee Shop, Specialty Restaurants, Banquets, Room Service, and Butler Service & Bars.
- Conversant with Beverage Costing, Maintaining Par Stock of Beverage, Requisition, Consumption and Pilferage Report.
- Affluent in people management, learning and development.
- Competent in creating and implementation of Standard Operating Procedures.
- Hands- on with MS Office

CAREER HIGHLIGHTS

Jan'20, Dean and Deluca as the Restaurant Manager, a brand franchised by M.H. Alshaya, Bahrain.

- Joined the brand as the Restaurant Manager to develop the business of the restaurant.
- As a development plan suggested in initiating Shisha service which was embraced and sanctioned by the brand, but could not accomplish it due to the closure of the business during the COVID-19 Pandemic.
- During the COVID-19 lockdown period, we took the opportunity in the training and development of the entire team of front and back of the house. Theoretical classes and training were conducted through online video platforms and used the restaurant facility to handle practical training when the lockdown was eased down.
- Incorporated several activities into the training to uplift team spirit during the lockdown and therefore was able to bring the best out of the team, which helped the team to have a focused and motivated mindset throughout this tough times.
- These training modules, methods and ideas were soon adapted by the L&D department of the company and, executed it in all brands across all regions of the company operates in.
- I was recognized and awarded as the Work from home Champion

Sep'17- Oct'19, joined the pre-opening team as the Theatre Manager (Luxury concept) at VOX Cinemas of MAF (Majid Al Futtaim), Bahrain.

- Joined the pre-opening team, to open the luxury concept called Theatre by Rhodes, a unique concept of fine movies with fine dining, with the menu engineered by Michelin Star Chef- Gary Rhodes.
- Planned, administrated and executed all the fundamentals of pre-opening including hiring, training, inventory management, procurement, trial runs, equipment and digital testing. Installation of all IT and media related equipment, menu training and implementation finalizing suppliers, vendors and maintenance support.
- Worked closely with the existing L&D department of VOX in creating, executing and streamlining standard operating procedure, training manuals, training tools, F&B menu training manuals across 15 sites in 5 GCC countries.
- Supported the head office in Training and Development of Theatre team for Kuwait including the managers and line staff.
- The company succeeded in launching this unique movie experience in the traditional cinema markets of Kuwait and Saudi Arabia due to the success in Bahrain.

Nov'14- Sep'17 joined the pre-opening team as Specialty Restaurant Manager (Steak and Seafood) at Art Rotana, Bahrain.

- Joined the pre-opening team as Specialty Restaurant Manager as per the demand of my F&B director who moved from Intercontinental, Muscat to Art Rotana, Bahrain (a Flagship Hotel)
- Assisted the Director and the Asst. Director of F&B in opening restaurants like Choices (All Day Dining), Lobby Lounge, Italian Restaurant (Rosso) and Bar Lounge (Cellar 59), Room Service and led the first major banquet event of 800 guests.
- Launched the opening of Flames the steak and seafood restaurant and handling the operations of the same with guest satisfaction index of 95 % against the target of 80%.
- Developed menu description for all the restaurants in the hotel to train the staff effectively on food and beverage menu.
- Promoted as Restaurants Manager in Dec 2015 and handling the Steak House, Lobby Lounge and Patisserie efficiently, leading a team of 20 staffs.
- Administrating the role of Beverage Manager since Sep 2016 - initiated, developed and implemented new wine menus for 11 F&B outlets.
- Able to bring the beverage cost down and maintaining a beverage cost of 25.6% against the budget of 26.7%.

Mar'14- Nov'14 Worked as an Assistant. Restaurant Manager at the Intercontinental, Muscat.

- Joined the hotel to assist the restaurant manager of the all-day dining restaurant.
- Improved guest satisfaction score of the restaurant by bringing achievable modification in the service.
- Created training plans and implemented regular training as per brand standards to develop the service standards of the staffs
- Introduced monthly departmental meeting for direct and clear communication among team members and managers.
- Raised the restaurant's ranking from 25th position to 20th position on trip advisor within 5 months.

May'13- Dec' 13 Worked as an Assistant Restaurant Manager at the Conrad, Dubai.

- Joined as a pre-opening team member and was assigned to assist the Restaurant Manager to pre-open the Sicilian restaurant, Ballaro by Michelin Star Chef Massimo Mantaro.
- Developed and implemented SOP for the restaurant.
- Assisted the manager in hiring staff and worked closely with the HR team to bring the staff to Dubai.
- Planned and developed all the service sequences and implemented it effectively.
- Trained the staff and prepared them for the opening with trial runs.

Aug'12- May'13 Worked as Restaurant Manager at the Novotel Al Dana Resort, Bahrain.

- Handling 3 outlets of the hotel efficiently with a high quality of defect-free service.
- Heading the entire F&B department efficiently in the absence of the F&B Manager with exceptional quality of Guest service.

Jul'11- Jul'12 Worked as Restaurant Supervisor at the Ritz Carlton, Dubai.

- Generated better revenue within a short period by overcoming various operational challenges.
- Pulled out an excellent rating of Service and Quality from 34% to 79% within the 1st month through the Gallop and steadily maintaining the same by bringing moderate changes in staff engagement by motivating the staff and also resulted in an ambience of wellbeing among them.

Jan'10- Jul'11 worked for the Michelin Star Chef, Vineet Bhatia as Restaurant Supervisor;

- Joined the company as pre-opening management staff and handled various responsibilities which directly led in launching the restaurant to the market with style and elegance, creating a dominant vibe in the market.
- One of the major steps taken was to ensure high-quality services at any circumstances.

Jun'06- Mar'09 with Silver Seas' as Chef de Rang;

Feb'05-Jun'06 with Armed Forces Officers Club as a Senior Waiter;

May'02-Jan'05 with Taj Gateway as a Waiter;

ACHIEVEMENTS

- Felicitated as the employee of the year 2004-2005 & 2005-2006 by the Armed Forces Officers Club, UAE.
- Achieved above 7% of the targeted Business Budget for the 1st year at Saffron Lounge
- Received the "Time Out Doha Awards" for the Best Indian Restaurant for the year 2011.
- Certified as Person In charge of Food & Hotel Hygiene by the Municipality of Dubai.

TRAININGS UNDERWENT

- Crowd Management and Safety Training.
- Champagne and wine training by the American Wine Sommelier Association.
- Basic First Aid Training.
- Level 3 Person In- charge in Food Safety