



PROFILE

Seasoned Food & Beverage hospitality professional with experience of over 23 years. Started from the basic of F&B service in India and later well trained under reputed Hospitality brands in both hotels and private membership only business club. Having been worked in Banquets, Restaurants as well as Bar, I continue to learn the skill of high service standard and knowledge which is required in day to day luxury service for both social as well as corporate gatherings. Have had the privilege of extending my hospitality to ministers, the Royal family of Bahrain including the King as well as the Crowned Prince alongside Diplomats and top entrepreneurs of the resident country and other countries.

PERSONAL INFORMATION

NATIONALITY: Indian
DOB: 24th November 1976
MARITAL STATUS: Single
RELIGION: Roman Catholic

CONTACT

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JOHN D'SILVA

Restaurant Manager

EDUCATION

- ❖ passed secondary education examination.
- ❖ passed pre-university examination.
- ❖ passed diploma in concepts, MS dos, MS word, excel, PowerPoint, outlook
- ❖ diploma in food service management from the American Educational Institute of Management from Mumbai, India

WORK EXPERIENCE

CAPITAL CLUB BAHRAIN - Restaurant Manager

October 2009 - Present

Previously have served the position of **Restaurant Supervisor and Assistant Manager**

- ❖ handling 2 outlets (Bar & Restaurant) as well as banquet operations.
- ❖ taking food & beverage orders and recommending the members about our special of the day.
- ❖ coordinating with Michelin Star as well as chefs enlisted on the top 50 best chefs around the world, during their visit at the club and thus immaculately executing the operation during such occasions as well as several other themed nights.
- ❖ Ensuring that the mise-en-place and the mise-en-scene of the outlets are always as per the standards.
- ❖ overviewing the daily & monthly operational stock.
- ❖ billing and cashiering at the restaurant while having the complete knowledge of the Club Management System called JONAS.
- ❖ having knowledge about beverages (both alcoholic and non-alcoholic) alongside local and international cuisine.
- ❖ handling guest complaints and escalating it to the management depending on the seriousness of the issue.
- ❖ training the junior staff about our procedures, standards and menu and taking periodic assessments to evaluate their performance
- ❖ delegating and assigning responsibilities to waiters and supervisors.
- ❖ preparing the daily sales report and general report and sending to the management.
- ❖ departmental staff recruitment with the Human Resource.
- ❖ liaising with food production team for large group booking to ensure smooth and uninterrupted service.
- ❖ preparing the report about the inventory, store request.
- ❖ establishing and maintaining effective working relationships with all other departments.

SHERATON HOTEL, BAHRAIN – Banquet Captain Waiter

May 2003 – October 2009

Previously have served the position of **Banquet Waiter I and Banquet Waiter**

- ❖ In-charge of the Banquet operation in the absence of the Banquet Service Manager.
- ❖ checked daily function event board.
- ❖ checked the par stock regularly and monitors the expiry dates of consumable items.
- ❖ checked and controlled the operating supplies and request for goods transfer, e.g. milk, butter, etc.
- ❖ checked the daily event function board kept at the banquet store.
- ❖ understanding the functions sheets before delegating the job to the waiters to avoid duplication and prepares checklists for waiter's job completion.

- ❖ supervising the set-up and spot checking the job that are being carried out.
- ❖ supervising the handling of equipment in correct way and ensuring efficient service of food and beverage.
- ❖ making checklists of all pending work, double checking and completing them.
- ❖ Liaising with the food production team for buffet presentation and set up.
- ❖ following-up for the miscellaneous requirements of each function, e.g. flowers, a/c, stationeries, menu cards, etc.
- ❖ liaising with function organizers regarding additional arrangements or food pick-up timings and informs department concerned on changes/timings.
- ❖ regularly checking the function rooms, meeting room equipment and informs banquet service manager for any maintenance request.
- ❖ scheduling shampooing of carpet and chairs through housekeeping.
- ❖ keeping track of all cutlery, crockery, glassware inventory in liaison with chief steward and checking breakages on daily basis.
- ❖ completing banquet/catering logbook by writing suggestions, complaints and other appropriate details.
- ❖ maintains the opening and closing checklists that includes the fire exit areas and electrical items in the banqueting store.
- ❖ Taking care of the service flow and upkeep of the back area to avoid accidents alongside time management for staff breaks.
- ❖ ensures cash/credit card security and security in keys/micros

MADIRA RESTAURANT MUMBAI – Restaurant Waiter
October 1996 – October 1998

First exposure to the food & beverage industry, understanding the basics of service including ways and types of service, equipment knowledge, order taking and the basics of stewarding.

TRAININGS & SEMINARS

- ❖ Ronnefeldt Tea Training March 17, 2008
- ❖ Fire Training October 13, 2007
- ❖ Starwood Brand Training June 2007
- ❖ Alcohol Awareness Training April 28, 2006
- ❖ Train the Trainer Training.
- ❖ Effective Communication Training.
- ❖ Wine Training.

ACHIEVEMENTS

- ❖ Employee of the month - March 2008 in Sheraton Bahrain.
- ❖ Consistently appraised verbally and in writing by clients for exceptional skills and work performance.
- ❖ Employee of the month in Capital Club Bahrain for 3 times.
- ❖ Employee of the year in Capital Club Bahrain in 2017.

REFERENCE

Mr. Sumeet Jhingan
 General Manager
 Capital Club Bahrain
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