

Uttam Raj Khanal

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Education and Qualifications

NR College, Nepaltar, Kathmandu Nepal May 2005- June 2007

- Higher Secondary Education Board (HSEB) Kathmandu Nepal

Work Experience

- **Senior Kitchen Manager | The Cheesecake Factory | The Avenues Mall, Bahrain and Ajdan walk, Al khobar Saudi Arabia. (August 2017- May 2020)**
 - ✓ Maintain food quality standards for the restaurant. Oversees all phases of food procurement, production and service, including inventory and ordering, storage and rotation, food preparation, recipe adherence, plate presentation and service production time standards.
 - ✓ Conduct daily line checks, food reviews and recipes of the day.
 - ✓ Constantly improves achievement of Food Quality Standards.
 - ✓ Monitor all commitment to Service/ Mystery Guest scores, corporate support staff visitation notes, etc. Follows up with corrective action plan.
 - ✓ Conduct regular detailed a line checks per shift.
 - ✓ Conduct monthly housekeeping, food safety and sanitation and facility reviews personally to improve restaurant standards of kitchen team and to correct deficiencies on a timely basis.
 - ✓ Ensure that KM team and staff avoid cross contamination, improper food handling and/or storage practices. Through proper training and supervision.
 - ✓ Must be able to run “Power Shifts” consistently.
 - ✓ Evaluate the quality, care and morale of the staff and strives to improve these areas through solid communication, care with schedule-writing, work group leadership, etc.
- **Kitchen Manager | The Cheesecake Factory | Dubai Mall, UAE (March 2014- July 2017)**
 - ✓ Maintain food quality standards for the restaurant. Oversees all phases of food procurement, production and service, including inventory and ordering, storage and rotation, food preparation, recipe adherence, plate presentation and service production time standards.
 - ✓ Conduct daily line checks, food reviews and recipes of the day.
 - ✓ Constantly improves achievement of Food Quality Standards.
 - ✓ Conduct regular detailed a line checks per shift.
 - ✓ Ensure that KM team and staff avoid cross contamination, improper food handling and/or storage practices. Through proper training and supervision.
 - ✓ Must be able to run “Power Shifts” consistently.

- ✓ Evaluate the quality, care and morale of the staff and strives to improve these areas through solid communication, care with schedule-writing, work group leadership, etc.
- **Supervisor | The Cheesecake Factory | Dubai Mall, Dubai, UAE
(July 2012- February 2014)**
 - ✓ Assist in managing a specified restaurant to the standards agreed by brand & company.
 - ✓ Ensure guests are always welcomed in a warm & friendly manner to establish & maintain good customer relations.
 - ✓ Assist the Restaurant Manager in efficiently managing the outlet according to the established operating standards with an objective to achieve maximum guest's satisfaction.
 - ✓ Assigns responsibility to subordinates and check their performance.
- **Supervisor | Renaissance Services | Iraq
(February 2008-May 2011)**
 - ✓ Lead the conference set up team to create accurate and timely function set-up, service, delivery and breakdown of assigned conference events.
 - ✓ Support and coordinate departmental services in response to meeting planner and operational specifications with a focus on quality and customer satisfaction.
 - ✓ Lead and coordinate the complete setup and servicing of all assigned conference events to include assigning tasks, setup inspection, staging equipment and managing linen.
 - ✓ Monitor the performance of the conference set up team. Provide training and coaching to promote the following of policies and procedures.
 - ✓ Monitor the efficient use of labor and supplies. Prepare meeting equipment and function space to be ready for client.
 - ✓ Maintain familiarity with safety regulations to audit compliance with life safety codes. Communicate with internal departments and client/representatives to verify accurate room sets and service delivery.
 - ✓ Inspect guest and service areas to verify cleanliness and organization.
 - ✓ Conduct and maintain routine inventory of setup equipment.
 - ✓ Assist management in training, scheduling, evaluating, counseling, and motivating and coaching employees; and serve as a role model.
- **Head of Sales |PM traders | Kathmandu Nepal
(February 2007-February 2008)**
 - ✓ Motivating the sales team to achieve the best results possible.
 - ✓ Setting activity and revenue targets for members of the sales team.
 - ✓ Continual training and development of all members of the sales department.
 - ✓ Attending key meetings with members of the sales team.
 - ✓ Working on account management plans with the sales account managers.
 - ✓ Identifying key areas for improvement in the sales process.

- ✓ Spotting market opportunities for new customers.
- ✓ Attending monthly meetings with other senior members of the business.
- ✓ All aspects of recruitment and selection for the sales department.
- ✓ Attending industry events and conferences to generate new business leads.
- ✓ Acting as a spokesperson for the organization at sales events and conferences.
- ✓ Networking with other directors to generate new business for the company.
- ✓ Monthly reporting on sales performance against budget and reporting on variances.

Languages Known

Nepali: Mother tongue
English: Fluency in reading, writing, speaking and understanding.
Hindi: Fluency in reading, writing, speaking and understanding.

Objectives

- Ability of working to strict deadlines, under pressure and multi disciplinary and with multi cultural teams.
- Work the best of my abilities to add value of my organization.

REFERENCES:

Can be provided upon request.