**CURRICULAM VITAE**

**Papino Romeo Prasad**

**Date of Birth : 17th November 1976, Married – Indian Citizen**

# CAREER OBJECTIVE

To obtain a challenging responsibility, learn new skills, while utilizing my diversified Food & Beverage experience, communication & organizational skills.

#### **CAREER PROFILE**

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| * Having progressive experience of above 12 years in Hotel (Food & Beverage) field. |
| * Highly organized with the ability to manage multiple tasks and meet deadlines. Strong work ethics combined with commitment to excellence in all works undertaken. |
| * Excellent interpersonal skills, confident and poised in interactions with individuals at all levels readily developing rapport with clients and colleagues. |
| * Self-motivated, responsible and dedicated individual, ensuring high level of confidentiality. * Knowledge of Delphi, Scala, P&L. |
| * Excellent communication skills in English & software skills. |
| * Proactive ability to assess priorities and work on own initiative. |

EDUCATIONAL QUALIFICATION

Siddharth College of Arts,Commerce And Science, (Mumbai-400023)

Passed H.S.C

TRAINING & DEVELOPMENT

Marco Polo Hotel, Dubai

* An intensive course in Food & Beverages Service and course in Hotel Fire Safety conducted by Maritime Industrial Fire Fighting Academy, Dubai.
* An intensive course in Micros & Squirrel Hospitality Management computer system used for our billing purpose. Also have the knowledge of Delphi, Scala, P&L.
* Successfully completed a training program conducted by African & Eastern, Dubai on wine knowledge, wine service and whisky.

**Other Skills** –

* Strong Leadership.
* Sense of Urgency.
* Excilent work ethics.
* Good and clear comunication skills.
* Great attention to details.
* Quick and independent worker.

**KEY ACCOMPLISHMENTS**

* Enhanced monthly inventory of banquet set up equipment.
* Improved inspection of banquet rooms ensuring all requirements were met.
* Awarded for maintaining a strong client relationship increasing customer loyalty.
* Utilized a continuous improvement approach to ensure a high quality.

CAREER PROFILE

* **Presently Working for Meydan Hotel** **as** **Operation Manager** **– F&B Banquet Department & Restaurants/Catreing Division**

**Job Profile : Conference Events & Restaurants**

* Daily management of events, maximizing profit and controlling costs, planning and executing banquet projects, Planning and setting up of the Banquet department.
* Involved in staff hiring, setting up policies and procedures, training permanent and casual agency staff, suppliernegotiations, reducing staff turnover and increasing staff morale.
* Review department policy and procedures and implemented quality changes and training of the new non F&B staff to be able to assist in Banquets when required.
* Coordinating and implementing various Food & Beverage related departments.
* Executing & following instructions passed on by the Manager.
* Attending daily briefings and performing assigned duties with highest standards.
* Handling conferences, group lunch, gala dinners, cocktail receptions.
* Achieved predetermined profit and desired standards in food, service & sanitation etc.
* Efficiently monitored and managed payroll, budget, effective costing and resource allocation.
* Enforced policies with management and schedules for the operation of banquet department.
* Proficient in communicating to appropriate hotel colleagues in an accurate and timely manner.
* Highly skilled in generating function planning, employee scheduling and distribution.
* Track record of rectifying deficiencies immediately
* Demonstrated ability to increase banquet sales and build rapport in the community.
* To ensure the efficient and effective delivery of catering operations and designated services to the client organization in accordance with the agreement of the contract
* To deliver the highest possible standard of food with the resources available and within budget.
* Effective management of the team to ensure the delivery of both qualitative and quantitative results, managing 20 team members.
* Manage the Catering Operation with the available resources within budget and to achieve sales and GP targets.
* To manage and control the service offers for the client to the agreed specification and to the agreed performance
* To actively seek and identify opportunities and innovation for business growth & development with focus on latest food trends and best practices.
* Responsible for HSE compliance within the catering services.
* Motivate, coach and train staff to perform to the highest standards and in line with Sodexo Policy.
* Ensure hospitality is produced to the highest possible standard and is delivered to the agreed specification.
* To manage and control the effective operation of the company shop.

I have gained invaluable experience by being actively involved in such Banquets and International events like Dubai World Cup Horse Race (3000 PAX) Dubai Desert Classic Golf.

### ***April 2006 — June 2010***

Worked for **Hotel Grand Hyatt** as a **Assistant Manager – F&B Department**

**Job Profile : Assistant Manager**

* Responsible for the overall smooth operations and set-up of the Restaurant.
* Responsible for handling the food & Beverage requirements for Corporate events, Iftar Tent Operations etc., also performing duties Sales/Banqueting Department and the client/guest (for conferences, shooting/entertainment, cocktail receptions, group lunch and dinner.)
* Taking orders and serving food & Beverages to the guests and at the same time upselling by using suggestive selling techniques.
* Training the staff and giving them the knowledge of food as well as beverages.
* Responsible for effective staff management (lead, train and motivate the staff) and preparation of staff roster, assigning of duties to the staff.
* Allocating & assigning job to waiters, on the job training.
* Coordinated and implemented various Beverage & Food related departments.
* Executing & following instructions passed on by the Manager.
* Attending daily briefings and performing assigned duties with highest standards.
* Setting up the banquet hall as per the information on the function sheet
* Handling conferences, group lunch, gala dinners, cocktail receptions.
* Executing & following instuctions passed on by the Manager.
* Preparing P&L statement daily.

## January 2001 – January 2006

**Marco Polo Hotel**, a member of leading hotels in Dubai with 128 rooms, 8 Restaurants and bars and is a 5 Star delux hotel in Mauritius and France.

*Was transferred to Indian Restaurant (Marco polo) as a* ***Supervisor.***

**Job Profile** : **Food & Beverage Supervisor**

* Smooth service operations & attaining budgeted revenue through suggestive selling & handling complaints.
* Devising new up-selling strategies, restaurant menu promotions, proper planning, execution & analysis of promotions & all that marketing role recompenses to target prospective clients/guests.
* Making duty Roasters, Breifing the Staff
* Responsible for preparing the menu plan, menu engineering report, ability to manage with cost efficiencies and operate pre-requisites independently and under high pressure.
* Experienced in various cuisine's and handled the operations of the Italian Restaurant, steak house, Oriental Restaurant, Pool & Beach Service & Coffee House is a 24 hrs., 100 cover restaurant manned by 10 members of staff who reported directly to me for a period of six months.
* The Marco Polo Hotel caters for most of the State Banquets, Royal Weddings & Functions in U.A.E. All these international events need a lot of effective planning & organisation in advance, it demands a very high standard of food as well as service & presentation. These functions involve a large number of guests generally between 2000 to 4000.
* ***December 1998 - November 2000***

**Wacasco Beach Resort**, Muscat - Oman.

**Job Profile : Club Supervisor**

* Responsible for handling the food & Beverage requirements for Corporate events.
* Order taking and Smooth service operation and complete set up of the Club.
* Conducting daily breifings and keeping waiters updated about the latest happenings in the hotel.
* Executing & following instuctions passed on by the Manager.
  + ***December 1996 - February 1998***

**The Leela Kempenski**, Bombay, India. A leading Five Star Hotel of the world

**Job Profile : Waiter**

* Joined the Banquets department as a Waiter.
* Reporting to the Captain.
* Job included set up, Misen place, indenting stores and pick up, performig the job of a waiter.
* Attending daily briefings and performing assigned duties with highest standards.
* Taking orders and serving food & beverage to the guests within the stipulated time.
* Setting up the banquet hall as per the information on the function sheet.
* ***March 1995 - November 1996***

**The Ambassador Skychef**, Bombay, India

**Job profile : Flight Attendant**

* Responsible for overall smooth operation and set up
* Smooth Operation and handling crew complaints.

Computer Knowledge

* MS Word, MS Excel, MS Powerpoint, email and internet

ACHIEVEMENTS

* + Several letters of appreciation from guests for excellence in service.
  + Appreciation letter for the active involvement in the Hotel achievements of the ISO 9002.
  + Employee of the month Award in the month March 2002.
  + Best Supervisor Award in September 2003.

LANGUAGES

* + - Fluency in written and spoken English.
    - Working knowledge of Arabic.
    - Also speak the following Indian Languages - Hindi & Marathi

HOBBIES / INTEREST

* Reading
* Cooking
* Music
* Traveling to New Places
* Sports (Cricket & Football).

**Reference**

* Mr. Martin Bunch – Assistant Director (Food & Beverage) – 050 1140437
* Mr. Daniel – Operations Manager (Food & Beverage) – 056 7652964

#### **Personal Details**

#### Permanent Address : Annie Prasad House

Marol Village, Church Road

Pali Grand, Andheri (East)

Mumbai 400 059

Present Address : Meydan Hotel,

P. O. Box - 9305,

Dubai. U.A.E

Mobile no. : 971 50 2561861

Home no. : 971 4 3582814

Marital Status : Married

Height / weight : 5 feet 9 inch / 75 kgs

Nationality/Passport : Indian / F 7189981

Visa Status : Employment Visa

Driving License : Valid UAE Driving License