

Samuel Anand Kumar.S

#6, Ashok Nagar South, RMS Colony, Karumandapam, Trichy, India | +91-9994204755|
samdxjob@gmail.com

Personal Summary

An highly motivated enthusiastic manager, possessing excellent job competency (knowledge, skill, right attitude) along with drive, determination and dedication. With 13+ years of hotel F&B Experience at key properties in UAE & India, I'm currently looking for a new challenging role in India, one that will make best use of my existing knowledge and skill.



Key Skills & Area of Expertise

- Strong IT Skills
MS Office, Micros, Info-
genesis,
- Fidelio, Opera, Hot SOS (Hotel
Service Optimization system),
Delphi systems
- Hotel Pre-opening experience
- Inventory Management
- Budgetary/Control
- Staff Training /development
- Planning, Problem solving and
analytical skills
- Procedure, Policy & Processes
- SOP manual developer
- Team Leadership
- Function/event organizing
- Handling complaints
- Risk
assessment
- Monitoring consistency
- Juggling
- Strong Physic

Work Experiences

Jamal Mohamad College (Autonomous) (Trichy)

Aug '16 - Till Date

Asst. Professor -Dept. Of Hotel Management &Catering Science

Mooyah Burgers, Fries and Shakes

Sep'15 - May '16

Retail Chain Restaurant, more than 180outlets across the world

Branch Manager - Panorama Mall (Muscat-Oman)

- Responsible for running the day-to-day operations of the restaurant
- Hire, lead, train and motivate - both management and the hourly team.
- Identify and develop team members for future leadership roles.
- Managing the team performance by outlining job expectations and providing clear feedback, recognition, reviews, coaching and discipline.
- Communicating and administering all company policies and procedures.
- Providing hands-on training as needed and follow-up to validate execution as needed.
- Ensuring the team members deliver exceptional guest service experiences every day.
- Leading the team to achieve sales goals.
- Effectively communicate plans and current results.
- Reviewing and analyzing financial data weekly and institute changes to maximize sales and profits.
- Controlling costs by monitoring food and labor efficiencies.
- Ordering inventory on a timely basis to ensure products and supplies are sufficient.
- Overseeing daily execution of safety/sanitation, quality food preparation and guest service.
- Responsible for cleanliness, repair and maintenance of the store and equipment.
- Ensuring all team members understand and follow all food safety standards.
- Maintaining appropriate employee records/documentation.

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German Donor Kebab Restaurant, Dubai, UAE

Dec'14 - June '15

Retail Chain Restaurant, more than 21 outlets Across in UAE

Outlet Manager -Deira Branch

- Manage the restaurant in accordance with Company Policies and Procedures including directing the activities of employees in maximizing sales, operating efficiency and profit.
- Assume overall responsibility for the correct implementation of the One-System OH&S programme. Ensure all employees are provided with the appropriate training and resources to perform their duties safely.
- I have the responsibility and authority for safety over contractors, customers and other visitors when on company property.
- Achieve HACCP Standards within the restaurant by ensuring that all employees are focused on exceeding customer expectations for Cleanliness, Hospitality, Accuracy, Maintenance, Product and Speed of Service.
- Ensure that controls and procedures are implemented on each shift under their control to protect the security of employees and company funds.
- Coordinate the effective recruitment and selection of team members using company systems.
- Forecast and schedule management and team member labor within budget.
- Ensure tasks are only undertaken by those employees certified to perform them.
- Train and develop team members to meet the standards of performance required. Monitor performance and implement corrective action where required.
- Keep the Operation Manager informed of any competitive activity that is likely to affect the trading results of the restaurant.
- Report to the Operation Manager any aspect of employee relations, customer service, attendance of and/or inspections by third parties that have or are likely to affect the operation of the restaurant.
- Promote in house products.

Lou Lou A Beach Resort, Sharjah, UAE

Feb'12- Mar'14

134 bed room beach resort, 2 restaurants and 2 banquet halls with seating capacity of 200 covers.

Food & Beverage In-Charge

- Establish a rapport with guests maintaining good customer relationships & handle all guest complaints, requests and enquiries on services,
- Continuously seek ways to maximize revenues and profits,
- Manage department expenses according to budgets &oversee the raising of purchase orders and payment of invoices,
- Prepare P&L and Departmental Budget ensuring targets are met and costs are effectively controlled,
- In charge of the development and maintenance of a detailed Operations Manual that reflects policies & procedures, work processes and standards of performance within the Division,
- Prepare the annual Business Plan ensuring Divisional Objectives are fully compliant with the business objectives of the hotel and needs of employees ,
- Prepare the yearly Marketing Plan for each of the revenue centers, which is the basis of the Annual Marketing Plan,
- Monitor service & standards in the resort to verify that guests are receiving the best possible service. Work with the Outlet Managers, to take corrective action where necessary,
- Monitor and analyses the activities and trends of competitors,

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- Recruit, select and develop employees to work following the operational, financial & administrative philosophies,
- Develop and assist with training activities focused on improving skills & knowledge,
- Monitor employee morale, provide mechanisms for performance feedback & development and conduct annual Performance Appraisals,
- Ensure that roster & overtime is managed appropriately according to operational need
- Strong Administrative skills, ensuring all paper work are done before deadline

Royal Village Resorts, India

Nov'08 – Aug' 11

48 bed room boutique hotel, 2 restaurants, bar and 2 banquet halls with seating capacity of 250 covers.

Assistant Manager, Food & Beverage

- Estimate food consumption, place orders with suppliers, and schedule delivery of fresh food and beverages ,
- Resolve customer complaints about food quality or service,
- Maintain sanitation standards, and keep appropriate records.
- Monitor actions of staff and customers to ensure that health and safety standards and liquor regulations are obeyed.
- Maintain budget and employee records, prepare payroll, and pay bills, or monitor bookkeeping records.
- monitor inventory, track staff schedules and pay, and perform other record keeping tasks
- Responsible for order supplies such as tableware, cooking utensils, and cleaning items.
- Total receipts and balance against sales, deposit receipts, and lock facility at end of day.
- Recruit, hire, and oversee training for staff.
- Schedule work hours for servers and kitchen staff.
- Monitor food preparation and methods.

Hotel le' Meridien, Ahmadabad, India

Dec'05 – Oct' 08

Restaurant Captain

- Being a part of great team, providing hospitality service in effective and efficient way, assisting in the day to day running of restaurant by providing excellent customer service and dining experience that will make guest to come back.
- Departmental Trainer, team coach and responsible for training new staffs.

Radisson GRT Hotel, Chennai

Aug'03 – Nov' 05

Waiter

- Worked in all major F&B Outlets, Restaurant, Bar and M&E

Academics

M. Phil in Tourism Management,
Madurai Kamaraj University, India

May'06-Apr'07

Masters in Tourism Management,
Madurai Kamaraj University, India

Aug'04 - Apr' 06

Diploma in Hotel Management & Catering Technology

State Institute of Hotel Management & Catering Technology, India.

Jun'00 - Apr' 03

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Person In Charge (PIC Level 3 Hygiene & Food Safety)
Diversey Gulf FZE , UAE

Mar'15- Mar'20

Paper Presentation

State, National & International Conference

1. A Paper Titled "Information and Computer Technology in Tourism and Hospitality Sector" Presented in National Level Conference Organized by Dept. Of Hotel Management and Catering Science, Jamal Mohamed College, Trichy. ISBN 978-93-80622-27-9
2. A Paper Titled "Marketing Management Trends in Tourism and Hospitality Industry: Facing the 21st Century Environment in India" Presented in National Level Conference Organized by Dept. Of Hotel Management and Catering Science, Jamal Mohamed College, Trichy. ISBN 978-93-80622-27-9
3. A Paper Titled "Economics of Food Safety in Chains" Presented in National Level Conference Organized by Dept. of Economics, Bharathidasan University, Trichy.
4. A Paper Titled "Emerging Trends for Hospitality Industry" Presented in State Level Conference Organized by VLB Janakiammal College of Arts & Science, Coimbatore.
5. Participated One day International Conference on 'Emerging Trends in Social work Profession Organized by PG Dept. Of Social work Jamal Mohamed College, Trichy.

Personal Details

Age: 34 (06/12/1982)| **Marital Status:** Married | **Nationality:** Indian

Language Skills: English (Fluent), French (intermediate), Hindi, Tamil, Malayalam

Hobbies & Interest: Photography, Sports, driving

References: Excellent references available instantly upon request

Date:

(S. Samuel Anand Kumar)

Place: Trichy

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