

RAJEEV BEHAL

+971507786231

Rajeev.Behal19@gmail.com



Core Competencies

- Plan, hire, train, oversee and manage the members of staff
- Oversee and supervise the welcoming of customers
- Check food and beverage supplies and place orders when needed
- Good organizational and time-management skills
- P&L Management
- Food Safety Hygiene Training and Compliance
- Plan, forecast and execute food and beverage orders
- Process customer complaints patiently
- Time & Inventory Management

Educational Qualifications

- B.SC Degree in Hotel and Catering Management March 1999 – April 2002
Jaya College of Arts and Science – Chennai (India)
- Certified with "Enhancing the guest experience programme" (Abu Dhabi culture and heritage workshop) from Abu Dhabi vocational education and training institute, UAE – October 2010
- Successful completion of Web based "Budgeting training" from Starwood online - November 2010

Awards and Recognition

- **Person In-Charge Level 3 (MERIT)** – dated 13th November 2019
- **Certificate of Appreciation:** In recognition of exceptional service - dated 6th March 2016
- **Note of Appreciation:** In recognition of leadership and excellent service - dated 29th October 2014
- **Certificate of Appreciation:** In recognition of exceptional service - dated 16th January 2013
- Successfully completed **WSET LEVEL 1** Foundation Certificate In Wines - dated 02nd November 2007

Career History

Restaurants Operations Manager

Spectrum One Restaurants Management LLC, Dubai, UAE

October 2020 – Till date

- Support the opening of restaurants / bars in the hotel, create restaurant SOPs
- Strategic operational planning in order to successfully achieve an increase in revenue atleast by 20%
- Develop strong relationships with vendors to purchase highest quality products / services within budgets
- Plan, hire, train, oversee and manage the members of staff
- Coordinate with Sales and Marketing the promotions of dining outlets, future events and promotions
- Oversee the function of all Food and Beverage team members, facilities, sales and costs to ensure maximum departmental profit is achieved

Food and Beverage Manager

Ibis Hotel – Al Barsha (Accor Hotels), Dubai, UAE

December 2018 – July 2020

- Worked on a renovation project involving all the food & beverage outlets, managed a team of 21 staffs
- Organised a busy breakfast service operation of over 700 guests
- Successfully achieved 'A Grade' from Dubai Municipality dated March 2020
- Develop and implement Food and Beverage promotions, selling strategies and special events in conjunction with the Sales and Marketing Manager along with the Executive Chef
- Worked on the menu engineering for each individual outlet
- Maintain operating equipment in PAR and analyse discrepancies

Restaurant Manager

Warehouse Restaurant and Bar, Le Meridien Dubai Hotel and Conference Centre, Dubai, UAE

June 2016 – November 2018

- Handled Food and Beverage complaints in a timely and effective manner
- Organisation and Supervision of shifts, managed 50 staffs in the team
- Contributed in achieving the outlet's annual budget target of AED 29 Million
- Produce monthly P&L reports on weekly/monthly/annual basis
- Appraisals and performance review for all associates
- Train new and current employees on proper customer service practices

Restaurant Manager

Pre-Opening Amalfi Italian Restaurant, Incharge of whEAT - Artisan Bakery and Bistro Restaurant, Latitude & Hub, Royal Club Lounge, Le Royal Meridien Abu Dhabi, UAE

April 2014 – May 2016

- Best Brunch concept in town accommodating over 600 guests
- Liaising with EAM F&B on F&B operational issues if any and planning corrective actions
- Conduct performance or disciplinary related reviews with direct reports as necessary on a timely basis and regularly update departmental training manual
- Monitoring daily sales reports and proactively act accordingly
- Manage the weekly rota for the entire team and conduct daily briefings

Food and Beverage Manager

Buccament Bay Resort, St. Vincent and The Grenadines, Caribbean – West Indies

October 2012 – January 2014

- Manage and supervise all F&B outlets
- Train line colleagues, Supervisors & Assistant Managers
- Constant interaction with all Resort guests trying to anticipate their needs in pursuit of making their experience memorable
- Handling all guests complaints
- Analysing the monthly financial reports along with the General Manager in order to make the department more profitable and at the same time keeping the costs under control

Additional Information

Languages:
English – Professional Fluent
Hindi – Native

IT/Software:
Microsoft Office (Word-PowerPoint, Excel, Outlook, Micros, ACE Financials and HEADS)

<u>Assistant Banquet Manager</u>	June 2009 – August 2012
<i>Sheraton Khalidiya Hotel, Abu Dhabi, UAE</i>	
<ul style="list-style-type: none">✓ Overseeing the daily activities of the event operations department and staff, ensuring highest level of service by executing the requirements of the events based on catering service standards✓ Solicit, negotiate and book new and repeat business through various efforts i.e., prospect calls, referrals etc. to maximize catering revenues.✓ Preparing creative menus while always keeping in mind food costs, labor costs and facilities of the kitchen✓ Thorough checking of contracts and prepare necessary paper work, coordinate with appropriate areas in the hotel to ensure quality product delivery & guest satisfaction✓ Manage, train and guide team members to optimize performance and productivity✓ Constantly obtain guest feedback during operation to ensure maximum satisfaction	
<u>Outlet Supervisor</u>	August 2008 – May 2009
<i>Tang Restaurant & Lobby Lounge</i>	
<i>Le Meridien Mina Seyahi Beach Resort & Marina, Dubai, UAE</i>	
<u>Outlet Captain</u>	February 2005 – August 2008
<i>Bussola</i>	
<i>The Westin Mina Seyahi Beach Resort & Marina (Pre-Opening), Dubai, UAE</i>	
<u>Waiter</u>	May 2002 - Feb 2005
<i>Cilantro - All Day Dining</i>	
<i>Le Royal Meridien, Chennai, India</i>	