



Raghu Kumar Kannan

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Objective

To find a challenging placement where i can contribute my best knowledge.to work as a professional in an organization and to apply acquired skills achieved by means of education, experience and hard work. Flexible, results- oriented Manager offering focused leadership and restaurant operations knowledge to drive profitability. Consistent career history of operations improvement, team building and revenue increases.

Personal Details

Marital Status	Married
Nationality	Indian
Religion	Christianity
Gender	Male
EXPERIENCED RESTAURANT OPERATIONS MANAGER	15 Years Dubai Experience

Experience

COUNTER INCHARGE

2000 - 2002

CITY BOWLING L.L.C

- Ensuring that patrons have pleasurable dines in experiences.
- Resolving customer complaints, monitoring service times and managing reservations.
- Managing behind the scenes to make sure that food and beverage service runs smoothly.
- Ensuring profitable operations, achieve outlet business goals, accurately forecast business demands, work with management to
- develop & execute the marketing plan.
- Ensuring the manning schedule is up to date, oversee regular preventative maintenance, maintain outlet safety and sanitation
- standards, and lead by example through a 'hands on' approach to motivate team members.
- Managing team member performance, identify any training needs, develop and deliver the

required training for supervisors and

- team members in an effective way to maximize guest satisfaction and develop team members to enable them to achieve their
- career goals.
- Maintaining inventory creates drink and food menus, determine employees schedules, Ensure bar is well-stocked and clean,
- tracks customer behavior and sales, maintain budget and monitor costs, maintain drink recipe documentation.
- Overseeing planning for special events, appropriately delegating tasks to staff, including bartenders and bar backs, and, insome
- cases, bouncers, wait staff, and/or kitchen staff as well.
- Selecting and purchasing liquor, other supplies while initiating and maintaining vendor relationships.
- Hiring, training, promoting and when necessary, disciplining or firing staff.
- Uses point-of-sale tracking technology and bar and restaurant management platforms.

ASSISTANT MANAGER

2006 - 2011

MISTER BAKER L.L.C

- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
- Preserve excellent levels of internal and external customer service
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Identify customer's needs and respond proactively to all of their concerns
- Lead F&B team by attracting, recruiting, training and appraising talented personnel
- Establish targets, KPI's, schedules, policies and procedures
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Comply with all health and safety regulations
- Counter check inventories with the cost controller
- Instruct Managers, Supervisors, Head waiters on marketing (social media/ tele-calls / emails/ hand outs) to attract more customers.

RESTAURANT OPERATION MANAGER

2012 - 2014

PERTE ITALIAN RESTAURANT L.L.C

- Bar- Managing inventory, hiring, training, and overseeing staff, maintaining a budget, managing operations, taking bar
- inventory, conducting marketing, bar promotion, and driving sales.
- Banquets- Set-up, food presentation, serving, and cleanup while focusing on detail and quality presentation and customer
- service. training and coaching of the banquet staff.
- Room Service- Service, quality, and hospitality are provided to guest. Regularly review house counts, forecast and VIP list and
- maintain the confidentiality of the hotel and its guests.
- Conference- Co-Liaison with Public Safety, Emergency responders, facility staff, event organizers, and custodial staff to ensure
- effective and professional event management. Track and record hours spent on each event. Educate club members and club
- officers at meetings on expectations for club events.
- Executive lounge- Oversee staff performance, train and coach staff to ensure a smooth operation. Monitor staff punctuality
- and grooming and guide as required. Ensure personal and food hygiene, as well as housekeeping standards in the lounge food
- service areas and kitchen are adhered to, as per the company and legal requirements.
- Lobby Coffee Shop- Overseeing staff, monitoring the quality of coffee being served, and ensuring that all sales are recorded accurately.

RESTAURANT OPERATION MANAGER

2015 - 2017

DINER HOUSE

- Coordinate daily FOH and BOH restaurant operations, delivering superior service and maximize customer satisfaction,
- responding efficiently and accurately to customer complaints, regularly review product quality and research new vendors.
- Organize and supervise shifts, appraise staff performance and provide feedback to improve productivity, estimating future
- needs for goods, kitchen utensils and cleaning products, ensuring compliance with sanitation and safety regulations.

- Managing restaurant's good image and suggest ways to improve it, control operational costs and identify measures to cut
- waste, create detailed reports on weekly, monthly, annual revenues and expenses
- Promoting the brand in the local community through word-of-mouth and restaurant events, recommending ways to reach abroad
- audience (e.g discounts and social media advertisement).
- Recruit, train new/ existing employees on proper customer service practices, implement policies and protocols that will
- maintain future restaurant operations.
- Gather customer requirements (like number of guests and event dates, plan food and beverage menus considering clients'
- preferences and special requests (for example healthy meals for children), determine requirements in set portions
- Manage existing staff or recruit part time staff for the event, train and manage wait staff and kitchen personnel
- Oversee food prep and customer service, report on expenses, manage stock and place orders as needed. Arrange buffets,
- equipment, cutlery and crockery from outside vendors.
- Ensure compliance with health and safety regulations; arrange food tastings with potential customers.

RESTAURANT OPERATION MANAGER

2018 - 2019

KHATTAFI CAFE L.L.C

- Recruiting and managing employees, overseeing operations, handling customer complaints and generating financial reports.

RESTAURANT OPERATION MANAGER

2019 - 2023

MOGETEE INTERNATIONAL

- preparing work permits for pest control
- preparing work permits for grease trap cleaning
- preparing permits for fire Alarm inspection
- preparing permits for fire fighting inspection
- Upload the monthly sales in mall management

- Daily updates checklists updates in food watch platform
- Maintain the Customers Relationship management
- maintain the standard HSE policy
- responsible for all operational, administrative and supervisory work to ensure a
- smooth operational of the restaurant
- provided excellent guest satisfaction and increased productivity standards by
- utilizing available resources.
- checked restaurant on daily basis to ensure cleanliness, high quality food and food
- presentation.
- assist customers in good manner
- supervise drivers for deliveries
- ensure all premises are kept clean at all times and hygiene requirements are met
- responsible for entirely restaurant operation of whole food and beverages
- responsible for performing other related duties as assigned.
- ensure cash counter is secure and all cash /credit transactions are performed
- correctly
- to Inform about daily events, conducted Pre-shift meetings of employees.
- F&B guest relations
- telephone etiquette
- train the new staffs
- supervise cleaning staffs
- supervised check or credit policies and procedures and cash handling.
- regularly greeted customers, took reservations, served food and beverages and
- maintained the reservation book if necessary
- make sure that side work duties were complete and tables were properly set before,
- during and after opening hours

- ability to calculate figures and amounts, proportions, percentages, and volumes to
- track Inventory, controls and restaurant financial statements.

Education

Course / Degree	School / University	Grade / Score	Year
Higher Secondary School	S.P.S. Patrick's High School Bangalore, India		1995
CERTIFICATE IN HOSPITALITY MANAGEMENT STUDIES - HOTEL OPERATIONS	ALISON	PASSED	

Skills

* Restaurant operations - Excellent customers service skills * Restaurant sanitation - Commercial awareness * Restaurant Design - Flexibility * Decision Making - Good interpersonal skills * Training And Development - Communication skills * Dependable and Responsible - Problem solving skills * Restaurant policies and procedures - Organizational Skills * Restaurant Design - Teamwork skills

* Microsoft office : Excel / power point/word (full proficiency) * Micros : Full proficiency (Oracle, Symphony, 3700 Opera, Fidelio etc) * POS & M POS : Full Proficiency * Sun system : Full proficiency * Fidelio : Full proficiency Check system : Full proficiency

Interests

Reading Books

Writing stories

Playing cricket

Learning new projects

Achievements & Awards

Recived appreciation email from Lamer mall management for my HSE report, dedication in work and safety of the unit as a safe place . Reference Mr Waleed hammoud - Manager - Tenant & customer Relations/ Lamer Mobile number +971529309585 Recived appreciation from owners for customers Relationship management (MOGETEE) Owner Mr happy Goel Mobile number 0502700381 Recived appreciation for customers service from the customers

Languages

Arabic. English. Hindi. Kannada. Malayalam. Tamil. Telugu.

Additional Information

SEMINAR ATTENDED

Has passed the sharjah Food Safety Program GHP Manager Course certificate Number- E000851
Has passed the person-in-Charge examination PIC Manager Course certificate Number -TSIQS-PIC-C-00848

Projects

The Fundamental of Digital Marketing

- INSTITUTION : GOOGLE DIGITAL UNLOCKED
- YEAR : JANUARY 2023
- CERTIFICATE ID: UMZ YUA <https://learndigital.withgoogle.com/link/1tb5mplmosg>

Business Analysis Basics

- INSTITUTION : SKILLUP BY SIMPLILEARN
- YEAR : FEBRUARY 2023
- Certificate code : 4147269

Introduction to productivity Framework course

- INSTITUTION : SKILLUP BY SIMPLILEARN
- YEAR : FEBRUARY 2023
- Certificate code : 4146773

Introduction To Cyber Crime

- INSTITUTION : Great Learning Academy
- YEAR : FEBRUARY 2023
- CERTIFICATE OF COMPLETION

Spoken English

- INSTITUTION : Great Learning Academy
- YEAR : FEBRUARY 2023
- CERTIFICATE OF COMPLETION

Excel For Beginners

- INSTITUTION : Great Learning Academy
- YEAR : FEBRUARY 2023
- CERTIFICATE OF COMPLETION

Introduction to Finance Management

- INSTITUTION : Great Learning Academy
- YEAR : FEBRUARY 2023
- CERTIFICATE OF COMPLETION

OOPS in java

- INSTITUTION : Great Learning Academy
- YEAR : FEBRUARY 2023
- CERTIFICATE OF COMPLETION

Talent Management

- INSTITUTION : Great Learning Academy
- YEAR : FEBRUARY 2023
- CERTIFICATE OF COMPLETION

Customers Relationship Management

- INSTITUTION : Great Learning Academy
- YEAR : JUNE 2023
- CERTIFICATE OF COMPLETION

Operation Excellence and Critical Thinking

- INSTITUTION : Great Learning Academy
- YEAR : JUNE 2023
- CERTIFICATE OF COMPLETION

Website Traffic Analysis

◦ INSTITUTION : Great Learning Academy

◦ YEAR : JUNE 2023

◦ CERTIFICATE OF COMPLETION

Supply Chain Management Course (short course)

◦ INSTITUTION : Brentwood Open Learning College

◦ YEAR : FEBRUARY 2023

◦ REGISTRATION NUMBER 50379

◦ LETTER NUMBER RL19764

◦ CERTIFICATE OF COMPLETION

In today highly competitive Hospitality need strong and energetic personal to meet the challenges of excellence service standards. I am certain and I can contribute this level of professionalism to your team

I here by declare that the above things are true to my knowledge and belief

Sincerely
Raghu kumar kannan



RAGHU KUMAR KANNAN