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Languages Known

English, Hindi, Tamil &
Malayalam (Mother Tongue)

Personal Data

Date of Birth : 27th April 1979

Gender : Male

Nationality : Indian

Marital Status : Married

Passport Details

Passport No : L 4736939

Place of Issue : Trivandrum

Valid till : 09/09/2023

Present & Permanent Address

“**VAISHNAVAM**”,
Karathuvila, Vellarada,
Vellarada (P.O),
Trivandrum (Dist.),
Kerala State, India.
Pin-695505.

Ratheesh Rajendran

Objective

To obtain a position in a people-oriented organization where I can maximize my customer-service and hospitality experience in a challenging environment to achieve the corporate goals.

Professional Qualification & Experience

➤ **Three Year Diploma in Hotel Management & Catering Technology (1996 -1999)** , from

EMPEE Institute of Hotel Management & Catering Technology,
Chennai, Tamil Nadu, India.

- Over **18+** years of hospitality experience in and around activities such as; Hotel and café operations, stock requisition, stock control, monitoring and reporting, quality assurance including process control, records management and basic accounting.

Educational Qualification

➤ **Higher Secondary Certificate (HSC / +2) (March 1996)**

Higher Secondary School, Arumanai, TamilNadu, India.

➤ **Secondary School Leaving Certificate (SSLC) (April 1994)**

St. John's High School, Pulinthanam, Kerala, India.

Professional Summary

➤ **December -2013 to February 2018** (4 Yr. & 2 months): **(Food &**

Beverage Manager, at **ARABIAN EDGE TRADING. LLC.**

(Institutional Catering Company). Muscat, Sultanate of Oman.

➤ **May-2009 to April-2013** (3 Yr & 11 months): **THE COFFEE**

BEAN & TEA LEAF, Muscat, Sultanate of Oman. Worked as an Outlet Manager.

➤ **May-2004 to January-2009** (4 Yr. & 9 months): **THE COFFEE**

BEAN & TEA LEAF, Dubai, UAE. Worked as a Management Trainee (Outlet in Charge).

➤ **May-1999 to January-2004** (4 Yr. & 9 months): **Comfort Inn -**

GRAND ORIENT, Chennai, India. Joined as a Trainee Captain and resigned as a Senior Captain.

Skills

- Good team player and display of extreme dedication, initiative and hard work that helped in earning good comments from the clients as well as the Management.
- Ability to analyze problems and decision making.
- Excellent communication skills.
- Goal oriented.

External Training attended

Oct 1997 - Mar 1998 (6 months)

- Industrial Exposure Training on all major four departments at *SAVERA HOTEL* Ltd., Chennai, Tamil Nadu, India.

Core competencies

- Possess excellent leadership and interpersonal skills for managing work and tasks.
- Excellent management and organizational skills.
- Flexible, proactive with good customer service skills.
- Proficient in handling computer applications like MS word, MS excel, MS PowerPoint and Outlook.
- In-depth knowledge of document management, transfer, preservation and maintenance.

Responsibilities

- To maximize Food & Beverage profitability by developing and implementing cost containment strategies for café and catering service while providing the customer with a quality product & service.
- To meet and exceed customer expectations by ensuring that the entire departmental team provides service and teamwork to the best of their ability.
- To meet and exceed the expectations of the employees by utilizing leadership skills and motivation techniques in order to maximize employee productivity and satisfaction of direct reports.
- Develop and implement strategies in order to achieve goals for establishing minimum customer service standards which every F & B position must fulfill and to measure performance against the standards regularly.
- To maintain safe and secure environment for customers and employees as per the HACCP guidelines.
- To ensure that the Quality process is constantly improved upon, in an endeavor to be amongst the best and to be responsible for its percolation down the line.

- To improve performance down the line by instilling accountability and a sense of fairness amongst all staff by conducting a just, unbiased and transparent system of performance appraisal.
- Boost the sales of the entire department by introducing innovative ideas, up selling, organizing festivals etc.
- In order to ensure that the highest quality of service is given to the guests, to set high standards, and to take supportive action to fulfill them.
- To increase the sales of the entire department, and to encourage the various outlet Managers to identify and list down the Key Business Drivers i.e. the product, quality and service of their sections, and to ensure that he along with the entire team worked towards attaining the same.
- Attending all Customer Queries and providing frontline resolution for all issues.
- Provide Induction Training for the new associates and revised training for existing associates.
- Co-ordinate with Chef, Menu planning- management in accordance with the costing and catering policies.

Declaration

I hereby declare that the above-mentioned details are true and complete to the best of my knowledge.

References

Upon request

Place: Vellarada,
Trivandrum.

Date:

Ratheesh Rajendran