Mumbai

**Ronak Bhikhbhai Patel**

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Position applied for –

**Personal Profile**

Seeking a Challenging and Learning environment in a growth-oriented company where I can

Apply my academic knowledge with enthusiasm, motivation and contribute progressively in a

Meaningful manner within a team atmosphere to meet company and personal goals.

**Employment History**

**F Café & Restro by Fashion Tv, Ahmedabad**

**Currently working since March 2021.**

**Restaurant Manager**

**Job Duties & Responsibilities:**

* coordinating and optimizing front- and back-of-house restaurant operations.
* controlling operational costs and promoting efficiency.
* weekly, monthly and annual financial reporting.
* general administration.
* taking reservations.
* troubleshooting.

**Knotty Yards (Pranaya Hospitality) Powai, Mumbai**

**December-2017 to November 2019.**

**Assistant Restaurant Manager**

**Job Duties & Responsibilities:**

* Recruiting, training and supervising staff, Producing staff roaster.
* Agreeing and managing budgets & planning menus.
* Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
* Promoting and marketing the business.
* Overseeing stock levels & Ordering supplies.

**OPA Bar & Cafe (Grand Peninsula Hotel) Andheri, Mumbai**

**September-2015 to November-2017 (2 years & 2 Month) F & B Sr. Captain**

**Job Duties & Responsibilities:**

* To assist the Outlet Manager with the smooth and efficient running of the Restaurant and replace him in his absence.
* To ensure that all Staff report for duty punctually wearing the correct uniform and nametag at all times.
* To assist in the building of an efficient team of Staff by taking an active interest in their welfare, safety and development.
* To ensure that all Staff provides a courteous and professional service at all times.
* To assist in the training of the Staff ensuring that they have the necessary skills to perform their duties with the maximum efficiency.

**Yauatcha (KA Hospitality Pvt.ltd) Bandra, Mumbai**

**August-2013 to August-2015 (2 years)**

**F & B Captain Job Duties & Responsibilities:**

* Ensure the Outlet is set-up for service and supervise for a smooth operation
* Direct and supervise the service team to ensure that all duties are performed as per standards
* Ensure proper organization, planning and control of supplies and maintain concise record of all beverage stock in order to ensure that the required is available
* Ensure minimum wastage, breakage and spoilage
* Actively use up selling techniques bye exceeding guest expectations and to increase revenue.

**Gloria Jean’s Coffee (Citymax India Pvt.ltd)**

**February-2013 to August-2013(6 Month) Café Maestro (Café Supervisor)**

**Job Duties & Responsibilities:**

* Maintains a clean, organized and stocked environment and when necessary, assists in the distribution of product shipments.
* Performs all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
* Establishes effective and positive communication amongst all team members.
* Assists store manager in maintaining proper coverage and team member schedules ensuring that the store maintains customer service standards and team members adhere to meal and break policy.
* Ensures all cash handling procedures are upheld. Is accountable for store funds while running a shift.
* Promotes and practices safe work habits, reporting potential safety hazards, operational inconsistencies and team member incidents to the store manager. Reports/documents team member accidents, conducts initial investigation and determinations of root cause in the interest of maintaining a safe work environment.

**The Coffee Bean & Tea Leaf (Pan India food solution Pvt.ltd)**

**March-2011 to February-2013(1 Year & 10 Months) Lead Barista**

**Job Duties & Responsibilities:**

* Welcomes customers by determining their coffee interests and needs.
* Educates customers by presenting and explaining the coffee drink menu; answering questions.
* Sells coffees and coffee grinding and brewing equipment by explaining differences in coffee beans and coffee preparation machines; demonstrating how brewing equipment operates.
* Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as espresso, espresso lingo, café latte and cappuccino.
* Generates revenues by attracting new customers; defining new and expanded services and products.
* Maintains inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar.

**Cafe Coffee Day (ABCTCL)**

**October-2010 to March-2011(6 Months) Team Member**

**Job Duties & Responsibilities:**

* Greet all customer and present beverage menu
* Discuss beverage items, make suggestions and answer any inquiries
* Describe current promotions and new products
* Take customer orders accurately
* Operate coffee making equipment
* Prepare and present beverages according to established recipe and presentation standards

**Education and Training**

**Swaran Mukht Shikhsa Peeth (BHM) (A Grade) (2011-13)**

**Swaran Mukht Shikhsa Peeth (HSC Commerce) (A Grade) (2009-10)**

**St Mary’s English High School (All) (B Grade) (2007-08)**

**Hobbies and Interest**

* Riding Biking.
* Exploring Unknown Places.

**Certification**

* Security Training for Seafarers with Designated Security Duties.
* Personal Survival Techniques.
* Fire Prevention & Fire Fighting.
* Elementary First Aid
* Personal Safety & Social Responsibilities.