



SUMIT PANDEY

📍 Muscat, Oman

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SUMMARY

Dedicated Restaurant Manager & Supervisor, experienced with working in typically fast-paced environments while ensuring customer satisfaction. Adept at staff supervision, rostering, menu planning, stock and inventory management and efficient hiring procedures. Focused on identifying and resolving issues.

EXPERIENCE

ASSISTANT RESTAURANT MANAGER, 06/2024 - Current

Mynah's Edge, Intercontinental, Muscat, Oman

- Responsible for the management of the restaurant activities to ensure the daily operations and services are kept at optimum efficiency.
- Work closely with Restaurant Manager, chef and cooks to determine menu plans for special events.
- Leading a team of 12 staff members, including training, rostering, and performance evaluations.
- Conduct regular team briefings to communicate targets, updates, and gather feedback.
- Dealing and resolving customer complaints.
- Stock take and Inventory management.
- Resolved customer complaints with professionalism, offering solutions to ensure satisfaction.
- Coordinate with the kitchen team to maintain timely food delivery and high-quality presentation.

RESTAURANT MANAGER, 02/2023 - 07/2023

Aurora Ozone Hotel, Kingscote, Australia

FOOD & BEVERAGE SUPERVISOR, 03/2022 - 02/2023

Rydges Hotel & Resorts, Darwin, Sydney, Australia

FUNCTION SUPERVISOR, 12/2019 - 03/2022

Madison Function Centre, Sydney, Australia

FOOD & BEVERAGE ATTENDANT, 10/2018 - 11/2019

Rydges Hotel & Resorts, Sydney, Australia

FOOD & BEVERAGE ATTENDANT, 05/2017 - 10/2018

Intercontinental Hotel, Sydney, Australia

RESTAURANT SUPERVISOR, 03/2014 - 10/2016

Mckkrs Pvt Ltd, Lucknow , India

FOOD AND BEVERAGE ATTENDANT, 01/2013 - 01/2014

Adina Vibe Hotel, Darwin, Australia

INDUSTRIAL TRAINEE, 05/2010 - 10/2010

Courtyard by Marriott , Gurugram, India

**RESPONSIBILITIES
THROUGHOUT ENTIRE
WORK EXPERIENCE**

- Managing daily operations of the restaurant.
- Stock takes and ordering.
- Managing conferences and special events.
- Performing daily close, reports and cash drop.
- Conference and events set up as per the BEO
- To go through all the major operational areas of the Food & Beverage in hotel and understand each and every functioning.
- Experienced in cash handling and other payment procedures.
- Assist in menu and service planning and meet with guests to discuss Function Run Sheet and following up for sequence of service.
- Complete all closing duties, including restocking items, organizing work stations and service areas.

SKILLS

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|-------------------------|-----------------------------|
| • Point of sale systems | • Effective communication |
| • Team building | • Staff training |
| • Inventory management | • Operations management |
| • Cost control | • Conflict resolution |
| • Event planning | • Recipes and menu planning |

EDUCATION

Punjab Technical University , Lucknow, India, 09/2008 - 03/2012

Bachelor of Science in Hotel Management Catering & Tourism

REFERENCES

Available upon request.