

IBAIAINEH MAWROH

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Diligent and detail-oriented restaurant management professional with 5 years of experience in managing daily operations, ensuring high levels of customer satisfaction, and driving cost savings. Proficient in POS systems, inventory management, and payroll management. Committed to enhancing dining experiences, improving staff productivity, and driving business growth. Offering a track record of success in the hospitality industry with a deep understanding of financial management and excellent problem-solving abilities.

Willing to relocate: Anywhere

Work Experience

Assistant Manager

Grantley Hall-Ripon

May 2024 to Present

- Assisted in the management of daily operations, ensuring smooth and efficient workflow
- Resolved customer complaints or concerns promptly, ensuring high levels of customer service at all times
- Assumed managerial responsibilities in the absence of the manager, overseeing all aspects of operations
- Managed cash handling procedures, including opening/closing registers, preparing deposits, and reconciling discrepancies
- Implemented cost-saving measures such as energy-efficient practices or waste reduction initiatives resulting in savings of XX%
- Monitored employee performance through regular evaluations, providing constructive feedback for professional development
- Ensured compliance with health & safety regulations by conducting regular inspections and implementing corrective actions when necessary
- Coordinated special events or promotions within budget constraints while exceeding customer expectations
- Implemented new scheduling system that optimized staff allocation and reduced labor costs by XX%
- Utilized POS systems effectively to process orders accurately while maintaining a high level of efficiency
- Managed inventory levels, ensuring adequate stock availability while minimizing excess or obsolete items

Banquet Manager

Hyatt Regency Bethesda-Maryland, US

January 2023 to March 2024

- Discussing event contract details with the banquet sales director and the head chef.
- Planning the venue layout according to the number of guests and the type of event.
- Determining the number of table waiters and servers required.
- Supervising the placement of tables, chairs, cutlery, plates, glasses, table linens, centrepiece's, heating lamps, serving utensils, and carving stations.
- Consulting with the Head Chef regarding the timing of meal courses to be served.
- Overseeing the seating of guests, the serving of meals and beverages, and the clearing of tables.

- Managing the availability of liquor and soft drinks, when required.
- Answering customers' questions and accommodating special requests.
- Increase 86% guest satisfaction according to their feedback and ratings during January – June.
- Scheduling staff rotation and payroll to complete in a timely manner.
- Leading Hotel's Lobby Activation Project.

Restaurant Manager

Dinh Residence Hotel Zweisimmen-Switzerland, FL

February 2022 to August 2022

- Taking care of the business aspect of the restaurant.
- Training and supervising allotted staff.
- Ensure food safety measures are always adhered to. This includes sanitary regulations set by the State and National governments.
- Scheduling workforce to ensure the restaurant always has enough bandwidth to accommodate customers.
- Taking ownership of budgets to maximize profits without compromising on quality.
- Addressing customer feedback and complaints.
- Payroll management and Inventory management.
- Ensuring quality of food and beverage served for guest satisfaction.
- Problem solver, individually and in teams, to the departments and management issues.
- Leading customer satisfaction projects through delivering high quality of service.

Event Coordinator

Event & Décor Pvt Management-Shillong, Meghalaya

June 2019 to March 2021

- Supervision of events from build up to tear down.
- Welcome guests to the events, check invitations and oversee seating.
- Optimization of guest satisfaction with Food & Beverage quality, and handling requests and complaints.
- Leading teams with effective communication and outstanding interpersonal skills.

Food and Beverage Intern

Ramada Jumeirah Dubai-United Arab Emirates

June 2018 to May 2019

- Delivering and monitoring high-level quality in products and services.
- Ensure hygiene standards are met and upheld according to guidelines and local regulations.
- Maintaining professional relationships with guests to guarantee positive feedback and loyalty.

Education

Postgraduate in International Hospitality Management

Les Roches Global Hospitality Education - Geneva, GE

September 2021 to July 2022

Bachelor of Science in Hospitality and Hotel Administration

Guru Nanak Institute of Hotel Management - Kolkata, West Bengal

July 2017 to December 2020

Skills

- Microsoft Office (Word, Excel, PowerPoint)
- Opera PMS
- Micros
- POS
- Envision Sales
- Birchstreet
- Citrix
- Medallia
- Social Tables
- Amadeus Hospitality
- Banquet Experience
- Profit & Loss
- Financial Management
- Forecasting
- Assistant Manager Experience
- Inventory Control
- Computer Networking
- Restaurant Management
- Supervising Experience
- Kitchen Management Experience
- Events Management
- Management
- Event Planning
- Labor Cost Analysis
- Food Safety
- Recruiting
- Employee Orientation
- Payroll
- Guest Services

Languages

- Khmer - Fluent
- English - Fluent
- Hindi - Expert
- Khasi - Fluent
- German - Beginner

Links

[linkedin.com/in/ibamawroh](https://www.linkedin.com/in/ibamawroh)

Certifications and Licenses

Food Handler Certification