

MARK EDMUND SPITZ



markedmundspitz@gmail.com

+91-8939066168

[mark.edmund.spitz](https://www.linkedin.com/in/mark.edmund.spitz)



PROFESSIONAL SUMMARY

An experienced operations manager with an expertise in resource and financial planning, vendor management, people and time management, creating SOP's as per requirement, EHS audits, HACCAP, costing, inventory management and control, budgeting, managing P&L and management information systems (MIS). Work experiences in five star cruise liners and in managerial position handling operations for multinational companies.

WORK EXPERIENCE

► Manager – Unit Operations

ISS Facility Services Pvt. Ltd, posted at Danfoss Industries, Chennai.

[October 2016 – December 2020](#)

Job responsibilities includes ensuring that the site has optimum staff strength, keeping track of expiry/ wastage of all store items, ensuring that the FIFO system of inventory is followed on a day to day basis. Also responsible for shortlisting vendors and negotiating contracts with multiple vendors aimed at minimizing costs and ensuring quality is consistent.

Planned and organized the purchase, storage and distribution of food stuffs

Ensuring that all foods received and distributed are to the standards specified.

Ensuring that all food hygiene and safety legislation is adhered to at all times

Assisted in the staff recruitment and joining formalities including managing all aspects of services like catering operations, pantry operations, events planning, pest control, as well as taking care of all maintenance related activities in the work place area at the site.

Attended the weekly and monthly review with the client to ensure compliance to delivery schedules and other SLA parameters. Ensured customer satisfaction with agreed services through delivery of measurable results.

Assessed staff performance and provide coaching and guidance to ensure maximum efficiency, accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counselling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.

Ensured all staff adhered to the company laid SOP'S that reduced overheads and improved staff efficiency, have handled the financials, HACCAP, and IMS audits of the catering operations together with planning the budgets, costing, MIS and P&L for the same.

▶ **Operations Manager – Restaurant and Bar**

Gharanah.

[May 2014 - Mar 2016](#)

As the Operations Manager, I handled end to end operations of the restaurant and bar in terms of customer satisfaction, handling customer queries, staff planning, recruiting and training, ensured staff adhered to the SOP's of the company, menu planning, food costing, Events planning, resource planning, people and time management, Stock and inventory management, audits, including property maintenance, marketing through social media, budgeting, MIS and P&L.

▶ **Restaurant Manager**

Proodle Hospitality Services (P) Limited.

[October 2013 - May 2014](#)

As restaurant manager in charge of fine dining, I had supported in getting the franchise from Mumbai by going to Mumbai and doing a survey of the brand (Goa Portuguesa), and further pre-open the restaurant in Chennai.

I supported in recruiting the FOH and the BOH team for the restaurant at Chennai, and trained the team according to the SOP's laid down by the brand. Planned the budget for the restaurant, and ensured the team worked in line with the budget.

Ensured the portioning and quality is controlled and consistent, as per the planned pricing.

Ensured FIFO is followed by the team, through regular team briefings and follow ups.

Controlled food wastages with proper planning and team support.

▶ **Waiter/ Head Waiter.**

FLEET MARITIME SERVICES (INDIA) PVT LTD – (P&O Cruises), Southampton, United Kingdom.

[December 2000 – October 2009](#)

Responsibilities included handling a section in the dining room independently of 30 pax serving guests for breakfast, lunch, dinner, evening teas, night teas and supper where ever allocated.

With knowledge of international wines, beverages, and cuisine, I was able to assist in the food and beverages order of the guest and ensured that the same was served. This also included taking note of the dietary requests and preferences of the guests in the section. Extra care and attention given to all guest with dietary requirements in the section. Ensured that cleaning and sanitizing was done in the section and surrounding area after every meal session.

Have also supported with the services in the buffet restaurant at the lido deck, and in all specialty outlets where ever deployed. Had ensured guest satisfaction by delivering quality food and personalized service. I am also well-versed in USPH and UKPH inspections and have participated actively as a team for all the onboard inspections and audits. Was also entrusted with additional responsibilities like taking charge of the f&b service inventory, restaurant linen, etc.

Handled the buffet restaurant and specialty outlets, while working as a head waiter including handling a team of assistant waiters and waiters.

EDUCATION

• **Bachelor of Business Administration [first class]**

Sabarmati University (Formerly known as Calorx Teachers University), India | [Jun 2013](#)

- **Diploma in Hotel Management and Catering Technology** *[first class]*
National Institute of Hotel Management and Catering Technology, India | [Jun 2000](#)
- **Higher Secondary Course Certificate**
St. Bede's Anglo Indian Higher Secondary School, Chennai, India | [Mar 1996](#)
- **Anglo-Indian School Leaving Certificate**
St. Bede's Anglo Indian Higher Secondary School, Chennai, India | [April 1994](#)

TRAININGS & CERTIFICATE COURSES

- Certificate course on **Basic Food Hygiene** from Chartered Institute of Environmental Health, Southampton, U.K | [Jan 2001](#)
- Certificate course on **Essential Awareness Skills For The E-World** from CMC Ltd , India | [Jan 2007](#)
- Certificate course on **Awareness Training Based on ISO 22000:2005, ISO 14001:2015, OHSAS 18001 2007** from Brain Studio, India | [Sept 2017](#)
- Certificate course on **Elementary First Aid** from Hindustan Institute Of Maritime Training, India | [May 2015](#)
- Certificate course on **Carrying Out Fire – Fighting Operations for Oil, Chemical & Liquefied Gas Tanker Cargo Operations** from Hindustan Institute Of Maritime Training, India | [May 2015](#)
- Certificate course on **Fire Prevention And Fire Fighting** from Hindustan Institute Of Maritime Training, India | [May 2015](#)
- Certificate course on **Personal Survival Techniques** from Hindustan Institute Of Maritime Training, India | [May 2015](#)
- Certificate course on **Personal Safety And Social Responsibilities** from Hindustan Institute Of Maritime Training, India | [May 2015](#)

KNOWLEDGE AND SKILL SET

- Knowledge on Microsoft Office Suite, Open Office on Windows, experiences in assembling and troubleshooting PC.
- Excellent command of English, strong communication, interpersonal and leadership skills.
- Skilled in managing all aspects of services like housekeeping, catering operations, pantry operations, events management, banquets, mail room operations, pest control, and helpdesk.
 - In-depth knowledge in OHSAS, and IMS audits.
 - Preparation of relevant MIS, food cost, inventory, P&L reports.
 - Maintaining quality, controlling wastages and recycling resources.

PERSONAL DETAILS

Date of Birth	:	23-January-1978
Passport Details	:	P7528749
Date Of Issue & Expiry	:	02/03/2017 & 01/03/2027
Address	:	20/28, 3rd Cross Street, Gopal Reddy Colony, Perambur, Chennai – 600082. INDIA

Thanking You,