

Bhaskara Rao Midithana

(Hospitality / Food and Beverages Professional in
Operations/Supply Chain/Logistics/Procurement/Warehouse)

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Personal Summary:

Hotel Manager/Procurement/Operations/ Supply Chain/Logistic and Hospitality professional with 27 years of specialized experience in Food & Beverage Logistics/Procurement & Operations, including 20plus years of Managerial level experience in various styles of Food & Beverage operations. Proven abilities and highly successful in meeting the profit objectives, operational targets, proven ability to manage the vendor / supplier base to reduce lead time and cost wherever possible.

Results driven and able to use initiative to develop effective solutions to supply chain problems, whilst having an active and dynamic approach to work and getting things done efficiently. Responsible for organizing and maintaining a central facility for the purchase of all goods, services and contracts on a best price / best quality basis and ensuring the smooth supply of material, consumables and equipment to the company.

Looking for a suitable management level position with an exciting and ambitious company that offers genuine room for progression.

Skills:

Logistics/ Warehouse / Outlet Management:

- ✓ Planning and Managing Logistics, Warehouse, Transportation and Customer Service.
- ✓ Directing, optimizing and coordinating full order cycle.
- ✓ Liaising and negotiating with suppliers, manufacturers, retailers and consumers.
- ✓ Keep track of quality, quantity, stock levels, delivery times, transport, cost and efficiency.
- ✓ Meet cost, productivity, and accuracy and timeliness targets.
- ✓ Experience of managing 7-8 restaurants / Up to 16 Cafes at a time.
- ✓ Brand Management and development, developed new brands like Latte, Coffee Beans, etc.
- ✓ Supervise operations of Chef, Executive Chef, Financial Analysis, Financial Reporting, MIS Reports;
- ✓ Maximizing profitability for restaurant / cafes, etc.;
- ✓ Developing budgets, vendor selections, developing policies and procedures for store operations, etc.
- ✓ Comply with security, fire regulations and all health and safety legislation by Municipalities and respective Ministries.

Management Skills:

- ✓ Experience of managing suppliers, relations with Mall Management, Regulatory Authorities, Franchisee Partners, etc.
- ✓ Experience of managing a team of up to 60 F&B professionals including Chefs, Waiters, Delivery Staff; Over viewing customers' complaints and resolutions

Cost Control:

- ✓ Responsible for controlling food cost, general supplies costs and wage costs for restaurants / Cafes, etc.;
- ✓ Ordering, loading, storing and issuing all restaurant / Café Supplies;
- ✓ Ensuring adequate inventory levels at optimum cost;

Employee Engagement Training:

- ✓ Working in multicultural environment and ensuring compliance with company policies and procedures.
- ✓ Recruiting, training, coaching, disciplining and appraising staff;
- ✓ Weekly staff meetings, staff leave planning, overtime management, staff rotation among different stores, etc.

ERP / Information Technology Skills:

- ✓ Micros – Point of Sales Machines
- ✓ Fidelio – Food and Beverages Package
- ✓ CRUX, MMS, Shwaman, Touch RMS
- ✓ Microsoft Office Suite

Work Experience:

➤ Head of Hospitality

Thalassa Seychelles Hotel, Maharaj Restaurant, Ochan Water front Bistro, Asian wok, Grub Street, Kapatya, Restaurant part of Global Supply Center Seychelles Group. (September 2023– Till date)

Responsibility for profit and loss (P&L) across all units of a business. This role typically involves:

Financial Oversight: Monitoring revenue, expenses, and profitability for each unit.

Strategic Planning: Developing strategies to enhance financial performance and drive growth.

Budget Management: Creating and managing budgets to align with business goals.

Performance Analysis: Analysing financial reports and identifying trends or areas for improvement.

Cross-Unit Coordination: Collaborating with unit leaders to ensure alignment and optimize resources.

Guest experience: Ensure guests have a positive and memorable experience by coordinating guest experiences, overseeing events and accommodations, and addressing guest concerns

Staff management: Oversee staff performance, provide training and development, and ensure compliance with regulations

Service quality: Ensure quality service by monitoring guest feedback and satisfaction metrics, and implementing improvement initiatives

Budget and inventory management: Manage budgets and inventory, and negotiate contracts with vendors

Marketing: Manage marketing initiatives and stay updated on industry trends

Collaboration: Collaborate with other departments and external partners to ensure seamless service delivery

➤ General Manager Supply Chain & Operations

Village Du Pecheur Resort at Praslin (Sunset Hotel Group) (September 2022– June 2023)

Sunset Hotel Group Comprising of The Sunset Beach hotel Mahe, Village du Pecheur Hotel Praslin, Eden Holiday Villa And Lislette Island.

Creating marketing campaigns to promote the resort's brand and increase sales

Conducting interviews, hiring staff, and overseeing staff training to ensure employees are complying with company policies

Meeting with managers of facilities such as restaurants or spas to discuss business operations

Overseeing the financial performance of the resort, making adjustments to meet budget goals

Managing the daily operations of the resort, including ensuring that facilities are clean and well maintained

Ensuring that all facilities and amenities are in good working order and ready for use by guests

Conducting regular meetings with department heads to discuss business operations and identify issues that need attention

Establishing and enforcing policies regarding safety and security of guests, employee conduct, and environmental issues such as waste management

Determining staffing needs based on current and projected guest capacity, and hiring new employees when needed

Overall responsibility for source the most suitable and cost-effective suppliers including price negotiations, administering Procurement Report, vendor relationship management, Vendor registration process, timely procurement, coaching and developing procurement team members, locally and overseas for the above hotels.

➤ Supply Chain/Procurement Manager (Maldives & Seychelles) Head of Operations (Seychelles)

Minor Food Seychelles Limited (May 2018– May 2022)

Minor Food is the one of the Asia's largest casual dining and quick service restaurant companies, operating over 2300 Outlets in 26 Countries under The Pizza Company, The Coffee Club, Burger King, Thai Express, Dairy queen, Benihana Bonchon, Swensen's, Sizzler brands.

Overall responsibility for Operations including increase Top line, P&L, COG, COL and day to day operations Issues, Maintenance and human Resources issues. Brand Audits internal and external. Overall Financial reports for Seychelles.

Overall responsibility for procurement department including price negotiations, administering Procurement Reports in NBO menu link, Vendor relationship management, Vendor registration process, timely procurement, coaching and developing procurement team members.

Sourcing and importing products from Netherlands, Australasia, Turkey, Thailand, India, UAE, KSA, Oman, Sri Lanka, Maldives, Mauritius, USA, China for brands Burger king, The coffee Club, Dairy Queen, The Pizza Company and Thai Express.

➤ **Manager Supply Chain/ Operations and Procurement**

Taipei Dao Tea House Restaurant (April 2017 – March 2018)

Taipei Dao Tea House Restaurant having presence in UAE. Taipei Dao is Authentic and Healthy Taiwanese Concept located in behind Dubai Mall, South ridge area.

➤ **Manager Supply Chain/Operations/Procurement**

AFHM STARS General Trading (Feb 2012 – March 2017)

AFHM Stars is part of Abbasi Group of companies having presence in UAE and Saudi Arabia. Food and Beverages section included Rotiboy, Coffee Beans and Tea Leaf Single Serve, Beanstro & Latte Bistro Café Restaurant.

Meat Factory - Donner and Shawarma- Market competitor survey, Budget, Product range, Food Safety Regulations as per Dubai Municipality. Equipment's and Staffing.

Job Responsibilities:

- Managing operations of F&B Outlets within UAE and GCC countries
- Co-ordinating with CBTL U.S.A, ROTIBOY MALAYSIA for bulk orders, and issuing and co-ordination with the other companies in the entire GCC region to ensure achievement of annual targets.
- Coordinating with visuals / marketing team for store branding.

- Overall responsibility for procurement department including price negotiations, administering Procurement Reports in ERP, supplier relationship management, supplier registration process, timely procurement, coaching and developing procurement team members.
- Reviewing all contracts/agreements to achieve 'best price/best quality' purchasing.
- Benchmarking performance of the Supply Chain.
- Preparing budgets, monthly sales reports (different outlets, item wise profitability, etc.), monthly consumption, monthly wastage reports and recommending changes to the F&B Menu in coordination with Chef.
- Maintain all food & beverage store rooms in proper condition to ensure cleanliness, freshness, organization and to uphold U.A.E health codes.
- Monitor, receive, store, and issue food and beverage items, utilizing Chef and properly rotate stock ensuring freshness of product utilizing FIFO (first in-first out) procedures and product dating.
- Ensuring compliance with regulatory requirements (UAE Health Code, Abu Dhabi Food Code, and Municipality regulations), company policies and procedures, etc.
- Employee management from recruiting, training, coaching, appraising, dispute resolution, employee schedule, etc.
- Maintain clean and organized receiving dock area, including garbage and recycle bin. Remove errant equipment and/or call responsible department head
- Coordinating with service contract / annual maintenance contractors as and when required

➤ **Manager Supply Chain/ Procurement and Cost Controller**

FoodMark – (Sept 2010 – Oct 2011)

Food mark is the food and beverage division of the Landmark Group. It is one of the region's leading companies in the food and beverage industry and operates a number of internationally-franchised restaurants within the UAE and other GCC countries, including Carluccio's, Mango Tree, Chi'Zen, Max's, Ushna, La Gaufrette, Bazerkhan and Max Burger.

Job Responsibilities:

- Improve the operational systems, processes and policies in support of organizations mission – specifically, support better management reporting, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Vendor development and carrying out regular market survey. Getting quotation and preparing comparative statement.
- Assisting Country Manager in day to day operation Comparative study of the market on a regular basis.
- Maintain all documents of Purchasing Department. Sourcing new suppliers and products. Follow up all Purchase requisitions and standing orders.

➤ **Manager Supply Chain/Procurement/Operations**

Sino Chai Teahouse Restaurant – Dubai (Nov 2007 – Aug 2010)

Sino Chai is a lifestyle restaurant with "good health" as its core. The concept consists of the restaurant, tea boutique, Natural and Organic Minimart and Tea Accessories.

Job Responsibilities:

- Overall responsibility for procurement department including price negotiations, supplier relationship management, supplier registration process, timely procurement, coaching and developing procurement team members.
- Co-ordinating with Restaurant Manager and Head Chef and functional heads for managing day to day operations.
- Improve the operational systems, processes and policies in support of organizations mission – specifically, support better management reporting, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Development of individual program budgets
- Supervise and coach Staff Accommodation manager on a weekly basis.

➤ **Supply Chain/Warehouse/Procurement/Production Kitchen Manager**

The Coffee Bean and Tea Leaf – Dubai (June 2002 – Oct 2007)

The Coffee Bean and Tea Leaf is the oldest and largest privately held speciality coffee and tea retailer in USA and have its presence across GCC countries as well. Was responsible procurement function and warehousing for 16 outlets.

Job Responsibilities:

- Supplier management, price negotiations, market survey and the new item in the market updating to Chef and Operations Manager,
- Managing day to day operations, procurement activities, maintaining stock records, equipment management,
- Managing inventory levels across 16 CBTL outlets in UAE and other GCC countries.
- Significant contribution at the time of new outlet opening by planning for procurement of equipment and raw material and coordinating with suppliers.
- Maintaining relationship with representative companies and making delivery scheduled to outlets.
- Maintain all food and beverage store rooms in proper condition to ensure cleanliness, freshness, organization, and to uphold U.A.E health codes.
- Conducting monthly food inventories as scheduled and reconcile to the P&L,
- Train new associates to the department in all aspects of receiving and purchasing.
- Maintain clean and organized receiving dock area, including garbage and recycle bin. Remove errant equipment and/or call responsible department head
- Compare purchase orders to invoices to ensure proper items shipped and pricing received. If items received do not meet expectations, must refuse and obtain a credit memo from the vendor.
- File, maintain, and process receiving/shipping of paperwork, (prepare ordering inventories for Chef for food and non-food items in purchasing).
- Notify service contract companies of needed repair work on equipment.
- Will work a varied work schedule including weekends and holidays as needed.

➤ **Others**

Purchase Executive - The Metropolitan Palace Hotel – Dubai (Aug 1997 – May 2002)

Store Keeper - The Ramada Hotel – India (Nov 1995 – July 1997)

The Quality Inn Green Park Hotel – India (Oct 1994 – Nov 1995)

Educational Qualifications:

- Bachelor of Arts – Andhra University – India

Trainings and Managerial Skills Programs:

- ✓ Micros – Point of Sales Machines
- ✓ Fidelio – Food and Beverages Package
- ✓ CRUX, MMS, Shwaman, Touch RMS
- ✓ Microsoft Office Suite

Personal Information:

Birth Date:	16 June 1973
Nationality:	Indian
Driving License	United Arab Emirates
Family Status:	Married