

K. MUTHU THILAGAR

No.1/56 A, VannaVilla, Puraiyur-628214,
Thiruchendur taluk,
Tuticorin district, Tamilnadu, India
Mobile: +91-88381 96224 Watts up number(+968-97244847)
E-mail: mthilag86@gmail.com



OVERVIEW

Over 15 years 'experience in the hospitality industry in India, USA and Oman.

Proficient in managing hotel and Restaurant operations independently.

Ability to achieve a complete turnaround of operations and make it successful.

Successfully implemented several projects relating to hotel & Cruise line inauguration and modernization of commercial kitchens and restaurants.

Skilled in handling VIP and VVIP guests.

Proficient in dealing with people in service operations related to Hotel, catering, specialty restaurants.

Skilled in working efficiently with multicultural staff.

Basic personal computer literacy

Key skills

PROFESSIONAL EXPERIENCE

A Renaissance Services – Contact Services Group, Oman, Muscat
From July 27th, 2016 to till now as a Location Manager
(2018 sep to till now Ministry of defense Al shafaq club and
Royal flight club location and catering manager)

(Clients handled – Ministry of Health & Ministry of
Defense and Five-star hotel and ORPIC employees.)
(Overall Responsibility for Restaurants, Catering and service
related operations.)

(2000 Pax food preparing and sending various outlet five-star
hotels and Restaurants, Banquet, various ORPIC outlets)

- Operations Management.
- Guest's satisfaction & optimize revenue
- Accurately forecasting revenues/expenses.
- Planning menus.
- Organizing, leading, motivating catering teams.
- Maintaining effective stock levels.
- Planning staff shifts and rosters.
- Ensuring health and safety regulations are strictly observed.
- Managing catering services.
- Developing and implementing staff training programs
- Customer relations.

Achievements at Carnival cruise line

- **Carnival cruise line-Miami, Florida, USA** From August -2010 to 2015-August as **Food and beverage manager -1** Multicuisine Restaurant, Bars, Banquet hall and F and B operations.
- Reporting to Hotel Director. (Training and Development Team as a team leader).

- Arranging with external caterers for festivals, parties, weddings, conferences and cruise events.
- Handling 250 cover restaurant operation independently.
- Renovated 82 rooms in carnival inspiration to Seven-star hotel standards.
- In 2012 received an award certificate for best **Employee of the month**.
- Improved operations by hiring staff and supervisors and providing training.
- Implemented staff uniforms.
- Achieved a complete turnaround of operations and made it successful.

- TheHotel directorhasappreciated.
- **Majorda hotel and resort -Goa,India.** As anin charge of continental kitchen and Specialty restaurant. (From2009 Januaryto2010 July.)

Oneofthemost successful restaurant operatorsinGoa,India

Indus cruising and shipping -Bangalore, India.

As an Assistant Instructor for Food and Beverage department. (From 9th January 2008-15th November 2008)

- Instructor for Food and beverage management, hospitality low, quantity and quality purchase management, sanitation and safety, Serve safe food production.

THE PARK HOTEL -Chennai, India.

As a **Management trainee** (From June -2006 to December-2007)
Assistant food and beverage manager in operation.

- Managingoperationsatthree multicuisine restaurants.
- ResponsibleforentireRestaurantoperations-foodcosting,stock control,menucompilation,equipmentmaintenance.
- Managingbudgeting,purchase,billing.
- Developingandimplementingallformalizedoperationalsystems andprocedures includingemployeehandbook,check-list,server/
- kitchenassociatejobdescriptionsandtraining andpromotionofstaff.
- Bucking and kot taken.
- Restaurant management.

Personal information.

Nationality: Indian

Passport No: R6313200

Date of Birth: 31-05-1985

Gender: Male(Unmarried).

Language proficiency (R, W, S)
(English, Tamil, Hindi)

Achievements atMajorda

- Increasedmonthlysalesrevenue after identifying and eliminating inventory.
- IntroducedvariousPOSpromotioncampaigns-Free WIFY,discountsonlargebillings,giftsforchildre n toincreasesalesrevenues.

- Improvedstaffefficiencythruttraining andteam managementstrategies.
- Introduceda systemformonthlystockinventory whichledtocostsavings.

Achievements at THE PARK

- HandlingstaffofF & B Department.
- Managing102Roomsfor24-hourfoodandbeverageservice.
- Managingoperationsfora76-cover 601 restaurant and the park Basha Bar.
- Effectivelyresolvingcomplaints.
- Ensuring efficientservicealways.
- Organizingservicestaff.
- Compilingstaffdutyroster.
- Providingexcellentguestservice
- Billpreparationandreceivingpayment.

Education

- BSC Hotel Management and Catering Management. (2003 to 2006)-Madras university.

(Asan memorial CollegeofHotel and Catering Management technology-Chennai, Tamil nadu)

TechnicalQualification

- Health environmental safety and security and HACCP certificate holder(USA).
- CertificateofTraininginFirstAidand Fire Fighting(USA).
- Trainingprogrammedcertificates–Managerial Effectiveness,AchievementMotivation.
- Food safety level 1.2.3 certificate holder.
- Infection control and safety training certificate.

Current location manager job duties and responsibilities:

- Guest and market survey value take together with cost controller and senior operation manager.
- Find In country value product.
- Preopening the project.
- Goods receiving and stock rotation.
- Menu planning and invoicing.
- HACCP and QA apply in work places.
- Maintaining break even 2 years together with depreciation.
- Operation management.
- Responsible for entire operations -Cost controlled, food costing, stock control, stock rotation, menu compilation, equipment inventory and maintenance.
- Planning of supervisor,storekeeper, Omani driver, Chef, Accountants, HSE officer duty roaster.
- Maintain monthly, weekly and Daily paper works.
- (Invoicing, QHSE, Timesheet, Operational data for clients and company side, operation data)
- Customer Relation and satisfaction.
- JDE and ERP, Time sheet operating training in Oracle and SAP.
- Omani and Expat staff annual leave plan.
- Petty cash acknowledgement.
- Staff villa Rent, Electricity, water bill and equipment inventory files.
- POS machine operating system and cash sale bank deposit bills.
- Staff personal and medical, Training, Health card updated files.
- Organizing, leading training motivating staff.

Yours faithfully

Muthu thilagar. k