**ANUP MHATRE**



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To carve a niche for myself in the industry and to add value to the organizational development in a competitive environment by contributing my knowledge and skills effectively and efficiently, hence achieving organization goals and in return to learn and develop from the knowledge achieved.



***Professional Forte***

* Customer Service - oriented, committed professional with over **seven years of** experiencein the hospitality industry.
* Experience in all verticals of Hospitality.
* An outgoing individual with notable success serving customers in fast-paced challenging environments and have proven effective work skills and ability to meet and exceed performance standards
* Highly motivated and enthusiastic team player dedicated to providing quality service to customers; acquired good experience in handling food and beverage. Exceptional ability to motivate team member's and possess "take charge" attitude, self-motivation and commitment; demonstrates competency in establishing positive rapport, meeting customer requirements and providing exceptional service.



***Educational Credentials***

* **MBA in from Hammersmith College, U.K. - Oct' 2012**
* Bachelors in Hotel Management from Mumbai University, India- May'2008



***Career Path***

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| **DURATION** | **DESIGNATION** | **ORGANISATION** |
| March 2015 | Restaurant Manager | The Recipe’s, Pune |
| Sept’2013- Sept 2014 | Asst. Manager- Operations | Phoenix Marketcity, Kurla |
| Nov' 2010 – Oct' 2012 | Food & Beverage Associate | Hotel JW Marriott Grosvenor House, UK |
| Jun' 2008 – Aug’2010 | Food & Beverage Associate | Hotel ITC Grand Central, India |



***Accountabilities***

**As a Restaurant Manager – The Recipe’s, Pune**

* Supervising the day- to day functioning of all restaurant employees, facilities, sales and costs.
* Controlling and analysing, on an ongoing basis the following -Quality levels of production, Guest Satisfaction, Merchandising and marketing, Operating costs, Sanitation, cleanliness, hygiene.
* Supervising, co-ordinating and directing prompt, efficient and courteous service of Food and Beverages in the restaurant
* Establish and maintain effective employee relations.
* Scheduling process such as interviewing, hiring, employee orientation, on the job performance, coaching, counselling and suspension if necessary to ensure appropriate staffing productivity.
* Develop formal training plans and implement on the job training sessions for restaurant employees.
* Attends and contributes to the weekly meetings with the owner.
* Conduct briefings and maintains a good working relationship with the chef.
* Participate in service as necessary in accordance with the requirements and practice of the restaurant.
* Ensure grooming standards, work etiquettes and appearance as are met.
* Control stocks for daily use in restaurants to ensure service requirements are met.
* Schedules guest reservations and arrange private parties.
* Preparing budgets for the restaurant.
* Conducts all administrative work pertaining to his Restaurant ie. maintenance of attendance records, creating duty rosters, guest index and log book.
* Carring out all other assignments and requests by the Restaurant Owner.

**As an Assistant Operations Manager – Phoenix Market City, Kurla**

* Responsible for overall mall smooth operations.
* Major departments – Housekeeping , Façade cleaning , Vendor management , Floor managers
* Property & Assets Management
* Handling customer and retailer’s queries.

As a **Food and Beverage Associate – JW Marriott Grosvenor House – UK**

* Acknowledges and greets guests in public spaces with a warm, friendly greeting.
* Trained all the team members in terms of food & beverage technical & practical knowledge.
* Resolved customer complaints & delivers customer satisfaction at all the times throughout the meal period.



***Industrial trainings***

* Industrial Exposure Training in F& B ; Housekeeping from **Taj President Hotel, India** - Dec' 2006 – May' 2007
* Training in Housekeeping and F& B from **The Oberoi Hotels & Resorts, India** - Apr' 2006 – Sep' 2006

***Supplementary Skills***

* Awarded employee of the quarter TWICE for outstanding performance in providing exceptional customer experience at Lodha.
* Participated in Barista competition - 2010
* Proficient in Windows based applications such as; Microsoft Office; Word, Excel, PowerPoint, Project, Vision, Outlook and Internet Explorer
* Cross training in HR.

**References Available Upon Request**