



RAJ R. RAJU

HOSPITALITY GENERAL MANAGER
HOTELS & RESTAURANT OPERATIONS

📍 Mumbai/Madurai, India

📞 +91 99208 40455

✉️ rajrraju1@gmail.com

ABOUT ME

Having an ability to give right coaching and Guidelines to the Management team and to the crew for day-to-day Operations in order to maintain and achieve Guest satisfaction and company goals.

Focusing into Company Vision, Mission, Values and Business Growth has always been a first priority to take the Brand global and making a strong statement within the industry.

ADDITIONAL KEY SKILLS:

- Human Resource Management
- Recruiting Management

CREATIVITY:

- Business Development Action Plans.
- Guests Expectations Coaching Programs.
- Manager's Development Program.
- Guest Relations & Hospitality Service Development Programs
- Franchise Development Management.

LINKS:

LinkedIn:

<https://www.linkedin.com/in/raj-r-raj-5ba55840/>

Twitter:

<https://twitter.com/Rajrraju1>

Email:

rajrraju@hotmail.com

WORK EXPERIENCE

ARABIAN FOOD SUPPLIES

Jeddah
Jun 2015 - Sep 2020

- **Restaurant General Manager**
Managed one of the high volume Restaurant **Fuddruckers** operations and achieved business goals with the good team management and also focused closely to maintained the best hospitality standards. Focused on continuous staff training and development to ensure policies and procedures are followed.

ARABIAN FOOD SUPPLIES

Jeddah
Jan 2010 - May 2015
Jan 2004 - Dec 2007

- **Sr. Asst. Restaurant Manager (FOH & BOH)**
Managed overall Food and Beverage **Fuddruckers** operations and the customer relations achieved the best sales revenue targets throughout the year.

Responsibility includes:

- In-house Guest service operation.
- Customer Satisfaction and Services.
- Preparing Monthly Inventory Reports.
- Preparing Monthly P & L Reports.
- In-House Sales Promotions.
- Hospitality Standards Training.
- SIT & MIT Development Program.
- Office Administration.

TASHEEL ARABIA

Jeddah
March 2008 - Jan 2010

- **Restaurant Operation Manager**
Managed Restaurant opening project, Restaurant Operations, Implemented SOP, Policies & Procedures and Trained Restaurant manager and crew for the business growth and customer satisfaction.

TASHEEL ARABIA

Jeddah
Jan 2008 - Jan 2010

- **Overseas Recruiting Manager**
Managed overall recruitment operations and recruited qualified candidates from Asian countries and GCC for Hospitality business.

ARABIAN FOOD SUPPLIES

Jeddah
Dec 2001 - Jan 2004

- **Assistant Restaurant Manager**
Managed overall **Fuddruckers** Guest Service and Floor Management, Provided maximum customer satisfaction and effective Management of Operations and supporting services by sustaining growth and quality while driving profitability.

ARABIAN FOOD SUPPLIES

Jeddah
Jul 1995 - Dec 2001

- **Restaurant Supervisor / FOH Certified Trainer / Guest Service Crew (Fuddruckers)**
Started my career in AFS Saudi Arabia and promoted to three different positions in six years period.

LANGUAGES

ENGLISH

TAMIL

HINDI

ARABIC

MALAYALAM

PERSONAL DETAILS

Date of Birth
25/07/1972

Nationality
Indian

Marital Status
Married

COMPUTER SKILLS

EXCEL

WORDS

POWERPOINT

PRESENTATION

DRIVING LICENSE

Driving License category
Full

THE OBEROI GROUPS

Mumbai
Aug 1992-Sep 1993

THE LEEA PALACES HOTELS

Mumbai
Jul 1989 - Jul 1992

F & B Services

Worked as a F & B crew in Oberoi Flight services bombay taking care of VIP lounge guest services.

F & B (Restaurant & Banqueting)

Worked as a F & B crew in one of the leading 7 star Hotel Leela Kempinski Bombay (Lufthansa groups of Hotel) taking care of big banqueting events, Board room services, Conference meetings and exclusive events and parties.

EDUCATION

UNIVERSITY OF BOMBAY

Mumbai
2003 - 2005

MBA (Distance Education)

Hotels & Restaurant Management
Master of Business Administrations

ISMAIL YOUSUF COLLEGE

Mumbai
1989-1991

Bachelor of Arts

Second Year Bachelor of Arts

SKILLS

F & B MANAGEMENT

CUSTOMER SERVICE OPERATIONS

MANAGERS DEVELOPMENT

BUDGET ANALYSIS & COST CONTROL

BUSINESS DEVELOPMENT

FOOD SAFETY MANAGEMENT

SERVING KNOWLEDGE

HIGH-VOLUME DINING

MULTI-TASK MANAGEMENT

PROJECT MANAGERMENTS

RECRUITMENTS

CATERING MANAGEMENT

P & L MANAGEMENT

QUALITY ASSURANCE

REVENUE STRATEGY

TEAM BUILDING

HACCP OPERATIONS STANDARDS

SAFETY STANDARDS TRAINING

INVENTORY CONTROL

EMPLOYEE TRAINING

DECISION MAKING

SPECIAL APTITUDE

Best Leadership

My commitment to service has always been rewarded by the guest and CEO of the company.

Quality is the best key to building an effective system.

To find a greater challenge in the skills work, well knowledgeable most especially in the field of F & B management, Guest relation and Restaurant operations, looking forward for an opportunity to deliver the best success and positive impact to the business.

SUMMARY

Providing a world class service and excellent guest relation is always my goal & mission and have been always the Visionary Leader for the company growth and success.

HOBBIES

SWIMMING, READING, ARTS, CREATING NEW IDEAS

COURSES

- Mar 2006 - Mar 2008 Elementary Food Hygiene, The Royal Environmental Health Institute of Scotland
- Oct 2013 - Oct 2020 Level 2 Award in Principles of HACCP, Chartered Institute Environmental Health
- Oct 2013 - Oct 2013 Level 3 Award in Supervising Food Safety in Catering, Chartered Institute of Environmental Health
- Apr 2016 - Apr 2021 ServSafe Certification, ANSI (American National Standards Institute)
- Apr 2017 - May 2017 Certificate of Appreciation (Career Development Training Program), Arabian Food Supplies Co.
- Oct 2013 - Oct 2020 Certificate of Appreciation (Finance Training Program), Arabian Food Supplies Co.

ACHIEVEMENTS

NEW BUSINESS DEVELOPMENTS

- Developed close relationships with clients and analyzed their needs to develop and build menus and personalized events to ensure top level customer service, retention and referrals.

SALES AND REVENUE TARGETS

- Effectively implemented new systems and procedures that increased sales by 28%

OPERATION INSPECTIONS

- Managed back of the house (BOH) operations including food preparation, quality control and expediting: continuously achieved a 94% score and a 98% customer service satisfaction on food quality and timing.

MARKETINGS

- Created numerous in-store contests and promotions to increase sales, productivity and facilitated team building.

TEAM BUILDING

- Consistently achieved record breaking sales by giving the right job delegations to the team for the best performance through enthusiasm, tenacity and initiative.

FOOD COST

- Implemented right inventory and wastage control system to reduce Food, Beverage, Paper and Cleaning cost.

LABOUR COST

- Managed to reduce the cost control throughout the year by setting up right KPI and performance criteria for all department's associates.

OPERATIONS COST

- Managed and focused closely to reduce controllable and non controllable cost throughout the business.