CONTACT

India

Indian

SKILLS

- Performance improvement
- Performance and wage reviews
- Staff scheduling
- Project budgeting
- Guest dispute resolution
- Food preparation and safety
- Restaurant cost control
- Front of House (FOH) recruitment
- Service-orientated
- Passion for customer satisfaction

- Business operations expertise
- Dining room preparation

- Employee management
- Conflict resolution techniques
- Inventory control and record keeping
- Cost-controls
- Produce costings
- Dynamic, friendly hostess
- Food plating and presentation
- Kitchen equipment operation and maintenance
- Food service background
- Front of House (FOH) training
- Results-orientated
- Strong work ethic
- Order delivery practices

- Marketing and advertising
- Hospitality business management
- Wage management

- Operations management
- External recruitment
- Waste reduction

Monish Bapatala

PROFESSIONAL SUMMARY

Reliable and motivated individual seeking career in restaurant management. Applies training and problem-solving mindset to all assigned tasks. Eager to help improve and develop customer experiences to increase revenue.

WORK HISTORY

AGM for Puzzle and Nirvana Restobars Properties 09/2021 - Current
ARK Hotels Private Limited Company - India

- Analysed operations to improve restaurant efficiency and service levels.
- Interacted positively with customers, effectively promoting restaurant facilities and services.
- Delivered in-depth training to customer-facing staff, promoting strong service performance.
- Recognized and formally acknowledged outstanding staff performance, boosting team morale and productivity.
- Strategically reviewed and planned restaurant staffing levels based on evolving service demands.
- Developed, implemented and communicated business plans to promote profitable food and beverage sales.
- Clearly and promptly communicated pertinent information to staff, maintaining knowledgeable service teams.
- Conducted health, safety and sanitation process evaluations, immediately identifying and remedying violations.
- Worked in Innahura resort **Maldivs** as a flair bartender

Bartender Training 05/2019 - 10/2019
Blue Orchid Restaurant - UK

- Maintained knowledge of drinks promotions, pricing and menu changes, offering customers up-to-date, reliable advice.
- Attended tables regularly to check customer needs were met, promptly processing additional food and drink orders.
- Changed beer kegs safely and efficiently, consistently following health and hygiene guidelines.
- Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
- Maintained bar stocks, replenishing daily as necessary.
- Engaged with guests to create positive rapport, encouraging loyalty and repeat visits.
- Prepared mixed drinks and poured wine, beer and non-alcoholic beverages within target service timeframes.

Bar Manager 02/2013 - 04/2019
Heart Cup Coffe - India

- Executed prompt, precise drinks service at high-capacity events, minimizing customer waiting times.
- Led team to deliver outstanding hospitality operations.
- Planned staffing levels based on evolving service demands.
- Organised special events and functions and corporate lunches.

LANGUAGES

English

Fluent

EDUCATION

Hotel Management , 2010

Diploma - India

Matriculation, 2009

Secondary School Education - India

CERTIFICATIONS

- **Certified bar tending course from Rebelz School Of Bartending Hyderabad.**
- **Certified Diploma in Hotel Management 2010.**
- **Certified Bacardi Legacy Coctail Training & Competition 2012**
- **Certified DBA ESSENTIALS MODULE from United Spirits DIAGEO group of company - India 2015**
- **Certified Paul John Indian Single Malt Whisky Training 2017**
- **Certified from Sai International Institute of Hotel Management for participation in Diwali Fest 2017**
- **Certified Intensive training in Advanced Course in CRUISE SHIP GALLEY OPERATIONS & GALLEY STEWARD 2017**

HOBBIES

- Learning new kills
- Social worker
- Travelling

- Ordered beverage and equipment stock by analysing sales and customer trends.
- Identified and addressed underperformance and non-compliance.
- Oversaw line cleaning and cellar management.
- Protected brand image by delivering exceptional bar presentation and maintenance.
- Interviewed, hired and trained staff on best bar practices, maintaining highly efficient service teams.

Flair Bar Tender 07/2012 - 11/2013
Novotel Hotel HICC - India

- Retained in-depth bar and menu item knowledge, providing expert recommendations to suit guest taste.
- Monitored and audited inventory, promptly reordering low-stock supplies to avoid shortages.
- Produced and finalised bills and provided receipts to customers.
- Maintained bar stocks, replenishing daily as necessary.
- Changed beer kegs safely and efficiently, consistently following health and hygiene guidelines.
- Cultivated welcoming atmosphere by warmly greeting customers and establishing strong rapport.
- Managed customer complaints, providing prompt and impactful resolutions to maintain high customer satisfaction levels.
- Performed bar closing duties, thoroughly cleaning, sanitising and replenishing stock.
- Developed trend-forward cocktail and bar food menus to promote revenue.

Flair Bar Tender 01/2012 - 05/2012
Port of Spain BOMBAY DUCK RESTAURANT - Jamaica

- Refused drinks service to guests without appropriate proof of age.
- Greeted customers by name, remembering drinks selections and special requests to provide attentive, personalized service.
- Memorized extensive menu and meticulously crafted cocktails to meet exceptional quality standards.
- Identified and reported overly intoxicated or belligerent customers to management.
- Verified guest ID prior to serving liquor.
- Promoted and upsold signature drink items, helping to improve bar sales.
- Ordered and controlled beverage stock to facilitate disruption-free bar operations.
- Cleared empty drinks glasses and quickly processed repeat orders.
- Facilitated outstanding guest service experiences in high-volume settings.

Assistant Bar Tender 01/2011 - 11/2011
Kasani GR Hotel - India

- Welcoming customers, reading and listening to people to determine beverage preferences, making recommendations, and taking drink orders.
- Planning drink menus and informing customers about new beverages and specials.
- Selecting and mixing ingredients, garnishing glasses, and serving beverages to customers.
- Checking identification to ensure customers are the legal age to

purchase alcohol.
- Taking inventory and ordering supplies to ensure bar and tables are well-stocked.