
N. MUTHUSWAMY

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Hard working, confident MBA Graduate offering 17+ years of impeccable services in the hospitality sector, seeking a challenging opportunity.

Profile at a glance:

- ⇒ Dedicated Operations Manager and effective leader who excel at using proven methods and cutting-edge technology to successfully cut costs, stream line operations and increase productivity.
- ⇒ Hospitality market knowledge of different countries – India, UAE, USA.
- ⇒ Expertise consultant services for business development and opening of new ventures.
- ⇒ A collaborative team player with outstanding skills in customer service.
- ⇒ Leadership in entire day to day operations of all stores and each team.
- ⇒ A training manager in providing extensive training to the new staffs and in establishing new restaurants in Dubai, India, Saudi Arabia and United States of America.
- ⇒ A quick learner with proven track record of consistently delivering exemplary performances, customer service, handling guest complaints and achieving sales targets.
- ⇒ A hands-on problem solver with a high rate of achievement and an appetite for new challenges evolving innovative solutions to deliver best possible level of 'WOW' appreciation from customers.
- ⇒ Consistent in achieving performance goals with initiative, confidence and enthusiasm which complements expertise.

Core competencies:

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| • Customer Relations and Satisfactions | • Process Improvement |
| • Strategic Planning | • Cost Reduction |
| • Procedure Development | • Human Resource Management |
| • Budgeting & Financial Management | • Team Building and Staff Retention |
| • Recruitments and Selections | • Report Writing |
| • Training New Managers | • Food Cost Analysis |
| • Inventory Management | • Menu Planning & Development |
| • Sales, Product and Market Analysis | • Health & Safety Compliance |
| • Vendor Sourcing and Negotiating | • Quality Control |
| • Time Management | • Contract Negotiation |
| • Event Planning & Execution | • Logistics & Transportation Coordination |

KEY ACHIEVEMENTS

- Received best manager awards.
- Received many comment cards and letters of appreciation from guests.
- Bagged the STAR award for excellence in performance from Taj group of hotels.
- Recipient of the TBEM award from Taj group of hotels.

PROFESSIONAL EXPERIENCE

⇒ **Freelancer**

Operations & Business Development, July 2020 to till date.

⇒ **K.P. HOSPITALITY, UNITED STATES OF AMERICA**

Operations & Business Development Manager, November 2019 - July 2020

⇒ **PRIMECORP FACILITY MANAGEMENT, DUBAI**

Operations Manager, April 2014 – September 2019

⇒ **BARRIO FIESTA, DUBAI**

Outlet Manager, April 2010 – April 2014

⇒ **CHAI CAFE, DUBAI**

Outlet Manager, Jan 2009 – April 2010

⇒ **ZYNG ASIAN GRILL, DUBAI**

Food & Beverage Supervisor, June 2006 - Jan 2009

⇒ **TAJ GATEWAY, BANGALORE**

Barman, Jan 2005 – May 2006

⇒ **ST. MARKS HOTEL, BANGALORE**

Customer Service Associate May 2004 – Jan 2005

RESPONSIBILITY

- Evaluating the market and strategic planning to open new outlets/develop business.
- Operating multiple stores simultaneously and managing all operations of business.
- Responsible for recruitment, management training, sales, cost of sales.
- Single Point of Contact for managing client relationship.
- Developing and implementing local marketing idea for business growth to improve profitability, guest counts and effective cost control.
- Reporting to management on overall performance of all outlets.
- Automation of delivery process using latest technologies.
- Follow up and maintain brand guidelines.
- Inspects and monitors quality of food, consistency and compliance with food quality control and standards.

- Meeting outlet managers weekly to review the performance of outlets, tracking sales and motivating them to achieve the targets.
- Reviewing and auditing weekly expense of all outlets and their supplier reports.
- Motivating the team to work most efficiently to achieve outlet targets and to develop their skills.
- Handle all operational issues related to outlets with effective coordination to run free flow operations.
- Increase the sales and value of outlets while control the cost of sales to maintain it as per industry standards.
- Preparing yearly budgeting and business forecasting.
- Presenting P&L sheet of all outlets to the management every month and tracking the performance of outlets individually.
- Responsible for account receivables, client invoicing and collections of past due accounts.
- Reviewing monthly payroll of staffs and their leaves.

IT SKILLS

- MS Office including Word excels, Power point
- Microsoft Outlook
- Internet Applications

EDUCATION

- M.B.A (Human Resource Management and Sales & Marketing), IGNOU University, Delhi (2015)
- B Sc (Hotel Management and Catering technology), SRM College of Hotel Management, Madras University, Chennai (2004)

TRAININGS

- Human Resource development program
- HACCP and Food Safety training
- PIC Training Program
- Wine testing training conducted by Grovers
- Food and Hygiene training
- Fire fighting and Fire prevention
- Elementary first aid
- Tasting of Cognac conducted by Martell
- Undergone training in Indian herbs and spices
- Undergone training under TBEM (Tata Business Excellence Model)

PERSONAL DETAILS

- **Date of Birth:** 20th April,1984
- **Languages Known:** English, Tamil, Malayalam, Hindi
- **Hobbies:** Listening to music , Playing Cricket

- **Extra-Curricular activities:** Member of Rotary Club in college, Conducted many food festivals, Undergone many outdoor service in most of the star hotels in Chennai, India.

References: Available upon request.