

Personal Information

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Personal Details.

Sex :Male

Date of Birth: 21 December 1961

Nationality: Indian

Marital Status: Married

Objective

To be a part of an organization achieving high Food & Beverage standards and by being a productive manager by influencing excellent passenger service and for internal customers. To develop staff with my practical and theoretical experience.

Career History

I have served on several P&O Ships over the years ever since i joined P&O Cruises in April 1994.

Last ship served was M.V.Azura from 1 November 2019 to 16 June 2020.

Restaurant Manager (January 2014 – present)

Worked as Restaurant Manager in the Main Dining Room and the Buffet and had visible presence during operations of service and ensuring a smooth and efficient operation in the guest areas with excellent customer satisfaction and also looking after the crew welfare.

Maintained and improved the service standards by ensuring the guest satisfaction scores are met.

Ensured open and honest communication within the team and encourage a working environment which is open to ideas. I worked with my team to demonstrate positive influential behaviour across the department and continually seek to motivate and developed a happy committed team.

Continuous passenger interaction, ensuring regular feedback, promoting excellent service.

Ensuring departmental training needs are identified and that all team members are task competent.

Ensuring protocols are followed in respect to UKPH/USPH inspections and Audits both internal and external.

Assistant Restaurant Manager (October 2005 – December 2013)

Joining P&O Cruises in April 1994. I have served on board six ships in various roles joining as Assistant Waiter and as Assistant Restaurant Manager onboard Oriana and have been working as Assistant Restaurant Manager from October 2005, managing the main buffet and the Terrace, Pennant and Horizon Grills.

Apart from the day to day running of the buffet operations, I was also responsible for generating revenue for Grill outlet on board, by increasing the covers for Grill outlet. I strive to meet and exceed the set budgets by actively promoting through advertising and special promotions. I managed Main Dining Room/Buffer inventory with regular stock takes keeping the breakages an absolute minimum and taking care of the food budget.

Responsible for handling important emergency duties.

I am very positive and honest with my seniors and equally with members of my team at all times. I respect my team members and always deliver the company standards of excellent service.

Assistant Restaurant Manager (January 2005 – December 2013)

During my tenure as an Assistant Restaurant Manager I served on board m.v Aurora, m.v Oceana, m.v. Artemis m.v. Arcadia (which was OV) and m.v Oriana and was responsible for managing Main Dining Room, Buffet style restaurants, 24hour open restaurants and Grills.

Head Waiter (March 1997 – January 2004)

For the period of working as Headwaiter, I served on board Victoria, Oriana. During this time I have also worked as Working Boss mostly in my entire contract as Head Waiter. My responsibilities included organising the duty rota for the staff, liaising with the Restaurant Manager for day to day duties and looking after the passengers with dietary needs.

Waiter (April 1994 – March 1997)

Worked on m.v. Victoria

Cruise Awards : Have received cruise runner up award four times.

Education

Secondary School Certificate – Bombay India

Institution: St. Joseph High School, Wadala Bombay

Junior College X11

Institution: Dr Ambedkar College of Commerce, Wadala Bombay

Other Qualifications

Intermediate Food Hygiene Certificate from Chartered Institute of Environment Health England.

Basic Food Hygiene Certificate. England.

Impression Management, England.

Introduction to Management, England

Handling difficult Customers, England

Basic Sea Surviving, Fire fighting Aid & Certificate of proficiency in survival Craft-Nhava Seva, Maharashtra, India.

Past Experience

Apprenticeship of Restaurant service – 1982-1984 Hotel Welcom Group ITC Sea Rock Bandra Mumbai, India

Worked as Waiter and Bartender for Hotel Welcom Group ITC Sea Rock Bandra Mumbai, India
From: January 1985 to November 1987

Worked as Waiter for Royal Caribbean Cruiseline Miami Florida.
From: November 1987 to December 1993.

P&O Cruises Carnival UK

Job Fairs of P&O Cruises have been held in Goa for the last 16 years and Company had requested me to assist in the Job Fairs of P&O Cruises while on leave.