

PRATIK SINGH



PROFILE

Restaurant Manager with a warm and friendly demeanor always! Skilled at conflict resolution. Team builder who is acutely attentive to employees' and guests' needs. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

CONTACT

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ACTIVITIES AND INTERESTS

Surfing
Fishing
Pool (8 ball)
Learning Wine
Weightlifting
Journaling/ Reading
Classical guitar
Chess

WORK EXPERIENCE

Detour Bar and lounge/ Office Bar and Grill/ Top Shelf function room (Whakatane, Bay of Plenty, New Zealand)

2018 September – Present (2020 November)

All 3 outlets are under one umbrella (Unsworth Trust)

Detour Bar/ Top Shelf- Designation- Duty Manager/ Restaurant Manager
Duties- Performing day to day managing activities.

- Handling guest bookings, group Functions.
- Organizing set menus with coordination of Head Chef and Owner.
- Organizing Staff rosters.
- Daily floor plan/event planning.
- Restaurant Promotions and advertising.
- Cash handling/ Cash up/ Sale report. (Software used One tap, Word, Excel).
- Monitored and approved invoices and purchase orders.
- Staff training- Table service, Cocktail making, wine training, Barista training.
- Monitoring food and labor costs. (weekly reports)
- Ensuring legal requirements for the liquor license.
- Managing and recording incident reports, dealing with City council and Police.
- Organizing Staff meetings/ Team bonding events.
- Stock ordering, Calculating wages.
- Digital advertising and weekly promotions.

Office Bar (Currently trading as Rhyley's Bar and Grill)

Designation- Duty Manager

Duties-

- Complete knowledge of Gaming rules of Pokies machine and TAB.
- Ensuring legal obligation with the Liquor license is met.
- Renewal of the liquor license.
- Organizing events (DJ nights, 21st birthday events, Melbourne Cup) etc.
- Maintaining gaming rules and regulations with patrons.
- Dealing with Barred people.
- Dealing with Council legislation.
- Dealing with Security Guards / Security plan and allocations.
- Cash management – Submitting and tallying Cash, Making reports, Weekly banking. (software used Onetap, Word, Excel)
- C.R.T machine- Cash Redemption Machine Refloating, Resetting and managing tickets.
- Dealing Cash discrepancies of Pokies machines with Pub charity.
- Refloating ATM machine.
- Dealing with Group bookings and events.
- Organizing entertainment for the week (ie) Live bands, DJ's, etc.
- Handling Cash payouts for Jackpots.
- Dealing with Police in the matters of Pub fights and Intoxication.
- Maintaining Covid-19 government guidance.
- Staff Roasters, Staff Training, Staff bonding activities.
- Stock order and Inventory for Bar and Kitchen.

Rydges Hotel (4.5 star hotel in Auckland central)

Start date- January 2018- June 2018

Designation- Restaurant Supervisor

- Supervising a team of 8 staff for the Cut restaurant And Room service department.
- Assisting Restaurant manager with Menu making and promotions.
- Dealing with customer complaints
- Managing Room service orders
- Daily end of shift Cash up using MICROS software.
- Dealing with group bookings, Layovers, Inhouse guest requirements.
- Communication with other departments.

Swordfish club (Russell, Bay of Island, New Zealand)

Start date January 2017 - October 2017

Designation- Restaurant Manager

- Managing day to day activities.
- Managing Club memberships and VIP members.
- Stock ordering and Bar Inventory.
- Organizing Game fish events and prizes.
- Coordinating with General manager.
- Making Staff roasters.
- Cash Handling, Cash up (Using Whizzbang, Word, Excel).
- Maintaining Club standards of service.
- Budgeting weekly labor and other expenses.

The Duke of Marlborough Hotel/ Eagles Nest Luxury accommodation- heritage hotel in Bay of Islands since 1857.

December 2016- November 2017

Designation- Duty manager for 'The Duke' and Butler for Eagles Nest.

1. Achievements- Got recognized by the owners for high table turnover during peak hours.
2. Earning high amounts of Tips at Eagles nest for Butler service.
3. Mixology experience in Busy bar.

The Duke of Marlborough Hotel Duties-

- Assisting Restaurant manager with day to day operation.
- Setting up sections.
- Setting up Kitchen and Bar Pass.
- Help in bar as bartender as per requirement.
- Table service, Overseeing sections of the restaurant.
- Pass master for Kitchen (As required).
- Assisting Restaurant manager with Cash up
- Making Sale reports.
- Managing bookings.
- Communicating with event managers and head chef about the upcoming events for layout setups.
- Ensuring Standards of service (ie) Guest position numbers, Service sequence, assisting waiters with wine recommendations, Allocation of staff and equipment's, Coordinating with Head chef with VIP guest requirements, Organizing transportation for guests.
- Helping Bar on busy nights with cocktails.

Paprika (Indian fusion kitchen Whangaparaoa, Auckland)

March 2016- October 2016

Designation- Restaurant Manager

- Achievements- Increased sales by 25% from the third week of opening.
- Got recognized by the New Zealand best dining experience (full page article with my photo)

Duties-

- Overlooking the entire operation in coordination with Owners of the business.
- Branding, Leasing, Staff hiring, Advertising, Promotions.
- Staff Training, Bar setup, Making Drinks menu.
- Designing Food menu in coordination with Head Chef.
- Designing the floor layout.
- Setting up Point of Sale system (Whizzbang)
- Staff rosters, Managing bookings.
- Digital advertising, Maintaining Facebook page, Zomato, etc.
- Stock ordering and Inventory.
- Cash up and banking.
- Making P.A.Y.E for staff.
- Organizing Wine makers night every week.
- Increased Sales by 25 % compared to previous establishment.

Ambrosia (Wine Bar in Albany Auckland)

January 2015- March 2016 (Property under same owners of Paprika)

Designation- Restaurant Manager

- Achievement- 108 Reviews on Zomato with 4.5 stars. (under a year)
- Organized Winemakers nights. (Wine and dine degustation)

Duties- Assisting in brand designing, Leasing property.

- Assisting in designing and finalizing website.
- Assisting in interior designing and purchases. (i.e.) Tables chairs, Side stations, wallpapers, Chandelier, Glassware, Cutlery, Kitchen equipment's, etc.
- Setting up suppliers, Negotiating prices.
- Hiring and Training staff.
- Making SOP of the restaurant for front of house.
- Making Restaurant layout(floorplan).
- Setting up social media accounts.
- Stock ordering, Inventory.
- Daily Cash ups, Recording financial data, Bookkeeping
- Organizing Wine makers night (Monthly)
- Backoffice work.

Fusion at Karapiro (Cambridge, Waikato)

Designation- Restaurant Operations Manager.

September 2013- December 2014

- Achievements- Increased sales by 35% compared to previous restaurant (Powerhouse).
- Got recognized by local newspaper 'Cambridge edition'.

Duties-

- Responsible for branding, Staff hiring, Designing Menu,
- Organizing and purchase of Kitchen equipment's.
- Setting up Bar and stock.
- Payroll and back office work.
- Staff Training, Staff Hiring.
- Kitchen and Bar weekly inventory.

- Advertisement, Marketing,
- Overseeing restaurant operation in coordination with Duty managers.
- Cash reconciliation, Banking and Bookkeeping.
- Managing suppliers, Orders, etc.
- Paying bills and wages.
- Recording sales and managing K.P.I's of restaurant.

I village at Victoria- (Auckland)
Jan 2013- September 2014

Achievements- Top 10 restaurant awards (Metro Magazine)
Designation- Assistant Restaurant manager.

Duties-

- Assisting restaurant manager with day-to-day operations.
- Assisting with Weekly Inventory.
- Assisting with daily cash up.
- Preparing daily shift schedule.
- Ensuring high service standards.
- Table service.
- Bar work (as per requirement).

EDUCATION

**Anjuman-I-Islam's Institute of Hotel Management & Catering
 Technology 2009**
Bachelor of Hotel management.

The Professional Bar and Restaurant School 2012
Hospitality professionals' program.

KEY SKILLS AND CHARACTERISTICS

- Budget Management
 - Excellent listener
 - Friendly, courteous, and service oriented
 - Poised under pressure
 - Staff Training & Coaching
 - Recruiting and Hiring
 - Quality Assurance
 - Solid written and verbal communicator
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