



JAVED ALAM

PROACTIVE | DEDICATED | INFLUENCER | ACTIVE LISTENER

FLAT NO.202,
N G GALAXY BLDG.NO.1 & 2, CHSL
BEVERLY PARK, MIRA ROAD EAST
DIST. THANE 401107.,

 javedmalam@gmail.com

 9987782610 / 77388 65274

H.S.C.

MAHARASHTRA BOARD (2005)

VOCATIONAL TRAINING

SPECIALISATION IN BAKERY & CONFECTIONERY

FIRE SAFETY & FIRE FIGHTING COURSE

PSSR/PST/EFA/FPFF/DSD/PSF

S.S.C.

DELHI BOARD (2003)

PROFESSIONAL EXPERIENCE

BERRYS HOTELS PVT, LTD.

(UNIT OF MEZCALITA), CHURCHGATE.

GENERAL MANAGER



MARCH 2023 – PRESENT

- ☞ Taking care of the entire F&B Operations
- ☞ Handling Restaurant MIS / P&L & Break Even etc.
- ☞ Created cross-training programs ensuring all the FOH & BOH team members
- ☞ Leading team member of FOH & BOH more then 60
- ☞ Handling Upcoming events smoothly as per the company policy.
- ☞ Interacting & Tying Up Contract with Corporate Companies for betterment of the company.
- ☞ Handling Payment Of Outsource Vendors.
- ☞ Handling Costing & Controlling of the outlets.
- ☞ Maintaining different kinds of operational reports (ex:- DOR/DSR & Special event sale reports)

ORIGIN RESTAURANTS PVT, LTD.

UNIT OF NHO SAIGON & THE CANARY.

ASST. GENERAL MANAGER OPERATIONS.



AUGUST 2022 – MARCH 2023

- ☞ Taking care of the entire F&B Operations
- ☞ Created a cross-training programs & ensuring all the FOH & BOH team members are able to perform confidently and effectively.
- ☞ Leading team member of FOH & BOH more then 90+
- ☞ Handling Upcoming events smoothly as per the company policy.
- ☞ Interacting & Tying Up Contract with Corporate Companies for betterment of the company.
- ☞ Handling Payment Of Outsource Vendors.
- ☞ Handling Costing & Controlling of the outlets.
- ☞ Maintaining different kinds of operational reports (DOR/DSR & Spl. event sale reports)

LOBO STAFFING SOLUTION PVT LTD

(ASCOTT HOSPITALITY) IN UNIT RIPPLES

RESTAURANT MANAGER

JUNE 2021 – APRIL 2022

- ☞ Provided extensive health and safety training to all members of staff, achieving a score of 99% Scheduling and directing the staff in daily work assignments to maximize productivity.
- ☞ Efficiently resolving the problems or concerns to the satisfaction of all involved parties.
- ☞ Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively.
- ☞ Leading team member of FOH more then 50+

CHILIAD PROCONS PVT LTD-
(IN UNIT BARAANAA & THE GAME ZONE)
RESTAURANT MANAGER
DEC. 2019 – MAY 2021



- ☞ Hired, trained, and coached 50+ staff members on customer service skills, food & beverage knowledge, and health & safety standards in preparation for the July 2019 restaurant grand opening
- ☞ Reduced variable costs by 7% through tighter controls on overtime expenditures and inventory waste
- ☞ Consistently exceeded monthly sales goals by a minimum of 10% by training FOH staff on up selling techniques and by creating a featured food and beverage program
- ☞ Maintained an employee retention rate 25% higher than industry standard through management training programs, periodic performance reviews, and motivational coaching tactics
- ☞ Increased the profit margin of select menu items by 15% through switching to a local supplier with lower ingredient costs.

INNOVATIVE CULINARY CONCEPTS LLP
IN UNIT TALLI TURMERIC
RESTAURANT MANAGER
OCT. 2018 – NOV. 2019



- ☞ Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions
- ☞ Increased customer engagement on company social media accounts by 20% through interactive promotions and contests
- ☞ Provided extensive health and safety training to all members of staff, achieving a score of 99% from the Restaurant Health Inspection Committee
- ☞ Implemented a revised inventory system focused on storage conditions, and ordering techniques resulting in a 6% decrease in losses incurred by food waste

PEBBLE STREET HOSPITALITY PVT LTD
IN UNIT THE GOOD WIFE
ASSISTANT RESTAURANT MANAGER



FEB 2016 TO AUG 2018

- ☞ Taking care of the entire F&B Operations of The Good Wife under the direct instruction of the F&B Operation manager.
- ☞ Doing the key role for the Bollywood celebrities parties with the great support of the F&B Operation manager.
- ☞ Scheduling and directing the staff in daily work assignments to maximize productivity.
- ☞ Efficiently resolving the problems or concerns to the satisfaction of all involved parties.
- ☞ Continually monitoring the restaurant and taking appropriate action to ensure food quality and service standards were consistently met.
- ☞ Exhibited a thorough knowledge of foods, beverages, supervisory duties, service techniques and guest interactions.
- ☞ Assigning the tasks and overseeing the direction of employees to ensure compliance with food safety procedures and quality control guidelines.
- ☞ Optimizing the profits by controlling food, beverage and labor costs on a daily basis.
- ☞ Giving support to the Operation and taking all his responsibility in the absence of the Operation Manager.

DEGISTIBUS PRIVATE LTD
INDIGO DELICATESSEN
ASST. RESTAURANT MANAGER



JAN. 2014 TO JUNE 2016

- ☞ Researched employee issues with regards to payroll and benefits questions by contacting appropriate department and reviewing the company handbook and policies.
- ☞ Human resource liaison between corporate and restaurant staff, carrying out hiring, completion of state documents, and mediating employee relations.
- ☞ Processed hiring including interviews, background checks, new hire paperwork.

- ☞ Responsible for restaurant administrative duties, invoice input, cash handling, filing, order completion, order guide/prep writing, and adjustments.
- ☞ Scheduled training for new employees and coordinated all orientation sessions for new hires.
- ☞ Commended for the reconciliation of guest complaints and upholding guest satisfaction.
- ☞ Control over budgeted labor costs, all while ensuring adequate staffing levels are maintained.
- ☞ Audited each employee file to update incomplete and missing paperwork in a timely manner.

GLOBAL KITCHEN PVT LTD

IN UNIT SERAFINA

TEAM LEADER

SEP. 2012 TO JAN. 2014

- ☞ Inspected and cleaned food preparation areas to ensure safe and sanitary food-handling practices.
- ☞ Trained kitchen staff on proper use of equipment, food handling, and portion sizing.
- ☞ Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions.
- ☞ Supporting my HOD in many other ways.

FOUR SEASONS HOTEL MUMBAI

IN CAFE PRATO

in F&B Service –

SEP. 2009 TO AUG. 2012

PRINCESS CRUISES

IN F&B DEPARTMENT (DINING)

SEP 2006 - AUG. 2009

MARS HOTELS & RESTAURANTS

IN UNIT THE GORDON HOUSE

STEWARD

MARCH 2004- JULY 2006

THE HILTON TOWERS, OBEROI

BANQUET

TEAM MEMBER

JUNE 2002 TO FEB 2004

PERSONAL DOSSIER

DATE OF BIRTH : 02/07/1984
FATHER'S NAME : MUHAMMED ALAM
RELIGION : MUSLIM
NATIONALITY : INDIAN
LANGUAGES : ENGLISH, HINDI, MARATHI
HOBBIES : CRICKET, MUSIC

SKILLS

- ☞ Good listener and adapt problem solver
- ☞ Fast grasping skill, Quick learner and a good team player
- ☞ Strong analytical
- ☞ Critical Thinking
- ☞ Problem-solving
- ☞ Excellent verbal and written English skills
- ☞ Attentive to details and strict with policies
- ☞ Good in conflict management & Negotiation
- ☞ Good in Guests Data & client management