

RYAN FRANCIS DSOUZA



PROFILE

Energetic, customer-focused leader and passionate about different cultures and people, friendly and I have spirit to serve. Attention to detail and problem-solving skills.

My aim is to work for an organization which would enrich my skills, and in turn becomes an asset for the company to successfully achieve its goals and objectives, which provides me opportunity for personal growth and development for further advancement after a period of achievements.

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SKILLS

- Excellent Customer Service
- Food Inventory Management
- Staff Supervision & Management
- Inventory Control
- Point of Sale Systems
- Product Knowledge
- Visual Merchandising
- Office Management

WORK EXPERIENCE

Al Shaya Group of Companies

Supervisor, Starbucks

March 2013 – July 2021

Assist the store manager in executing store operations during scheduled shifts. Deploy partners and delegate tasks to create the Starbucks Experience for our customers by providing legendary customer service with prompt service, quality beverages and products, and maintaining a clean and comfortable store environment. Responsible for modeling and acting in accordance with Starbucks guiding principles.

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks.
- Maintains a calm demeanour during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues.
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Provides feedback to store manager on partner performance during shift.
- Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.
- Creates a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.

Media One Hotel

Restaurant Supervisor

March 2010 - February 2013

Provide an outstanding guest experience within the outlet concept by managing a service team in cooperation with the culinary team.

Provides a courteous, professional and efficient service in accordance with the outlet, hotel standards, driving sales and maximizes profit.

- Ensure that the outlet is managed efficiently according to the established concept statements
- Ensure that all operating standards are adhered to in order to achieve the level of service established in the Departmental Operations Manual
- Ensure that the par stocks for all operating equipment and supplies are strictly adhered to and that the outlet is adequately equipped.
- Assist in conducting monthly inventory checks on all operating equipment and supplies.
- Asset in controlling the requisitioning, storage and careful use of all operating equipment and supplies
- Increase F&B revenues by implementing and training all team on upselling.
- Handle all guest complaints, requests and enquiries on food, beverage and service.
- To carry out monthly, quarterly, bi-yearly, yearly inventory of operating equipment
- To be entirely flexible and adapt to rotate within the different outlets of the Food and Beverage Department

EDUCATION

- 3-year Diploma in Auditing and Taxation – St. Xavier Mapusa Goa, India (1998)
- Higher Secondary School Certificate – St. Xavier Mapusa Goa, India (1995)

ACHIEVEMENTS

Media One Hotel:

- 2012 Awarded as F&B Star Enthusiast of the Year
- 2012 Awarded as Team of the Year (Hotelier Awards 2012)

Atlantis The Palm Hotel:

- 2008 Pre-opening Team of F&B
- 2008 Nominee for Legend Awards of the Month

Atlantis The Palm Hotel
Bar & Restaurant Supervisor
September 2008 – October 2009

Works closely with the Outlets manager and the Sales and Marketing specialist in the development and implement of marketing promotion strategies for the Bar to increase revenue.

- Participate in the selection of food service staff and assist in the development of policies, procedures and budgets.
- Ensures adherence to SOPs and brand standards.
- Support the implementation of on the job training in all aspects of Food & Beverage service.
- Ensure a high level of customer satisfaction and repeat business
- Respond to guest complaints in a timely manner.
- Ensure all staff are meeting all established standards of service through ongoing and recurrent training systems

JW Marriott Hotel Deira
Head Bartender, Champions Sports bar
March 2006 – August 2008

Supervise the bar service to offer a high quality, efficient beverage service that adds to a superior guest experience and is in accordance with licensing regulations associated with alcoholic beverages.

Specifically, you will be responsible for performing the following tasks to the highest standards:

- Receive orders and serve customer requests completely in a timely manner
- Create and serve a range of beverages including classic cocktails, mixers, beer, wine and soft drinks etc.
- Take food orders and assist the floor team with deliveries as required
- Understand menu content, any menu changes, and promotional activities
- Keep your service area clean, tidy, and well-prepared
- Efficiently manage the proper settlement of all customer accounts
- Answer guest queries in a polite and helpful manner

Additional Work Experience:

Ajman Kempinski Hotel & Resort
Bar Associate
December 2002 – January 2006

Goa Resort & Spa Marriott
Bar Associate
November 1999 – May 2002