

# Noble George

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## Restaurant Manager

With over a decade of experience in the food and beverage industry, I bring expertise in operations management, team leadership, and sales optimization. I have successfully managed over 70 restaurants, leading teams to achieve a 20% increase in sales within 12 months.

## WORK EXPERIENCE

### **Joy Cafe – Mall of Oman, Muscat City Center • Oman • 03/2023 – Present**

#### **Restaurant Manager**

- Recruiting, training and developing new talents and promoting the existing talents.
- Helping the team to improve sales, customer service and restaurant performance.
- Keeping a close check of marketing campaigns and maintaining a steady presence in social media.
- Supporting the team in all aspects of Operations and maintaining the work flow.

### **Epicure WLL – Swaikhat • Kuwait • 12/2022 – 01/2023**

#### **Restaurant Manager**

- Prepare shift schedules and forecast sales.
- Keep detailed reports of daily, weekly, and monthly costs and revenues.
- Maintaining the licenses, health cards and hygiene procedures for a smooth operation.
- Arrange for proper onboarding of new employees – trainings and ordering new uniforms.

### **NextBite LLC • Kuwait • 11/2020 – 12/2022**

#### **Operations Supervisor**

- Manage and monitor the efficacy of client trainings, onboarding of new restaurant groups and ensure a smooth transition towards NextBite.
- Managed 70 plus restaurants in Kuwait by training, mentoring, coaching and uplifting the teams to maximize their productivity by using up-selling and cross-selling techniques.
- Set standards, maintain them, and improve the overall performance of the operations department.
- Being flexible and adapting to the needs of the Restaurant Group mainly simplifying the processes for their operations team.
- Maintain KPI's and take preventive action whenever necessary while updating the team and the management.

**Group Six United – Habra 360 • Kuwait • 12/2019 – 11/2020**

**Assistant Restaurant Manager Pre-Opening**

- Manage the store supplier's contracts and invoices.
- Prepare shift schedules and forecast sales.
- Maintaining the licenses, health cards and hygiene procedures for a smooth operation.
- Arrange for proper onboarding of new employees – trainings and ordering new uniforms.

**Dusar Restaurant Company • Kuwait • 02/2018 – 09/2019**

**Assistant Restaurant Manager**

- Recruiting, training, and supervising staff, preparing duty rosters.
- Creating costing reports by maintaining par level and strict inventory by liaising with staff and reducing waste by proper forecasting.
- Maintaining the licenses, health cards and hygiene procedures for a smooth operation.

**MK Group Formerly Al Mudhaf & Al Kulaib Group • Kuwait • 04/2016 – 01/2018**

**Restaurant Supervisor Outlet in Charge**

- Reporting directly to the Operations manager regarding any operational issues, P & L monthly target and operating costs.
- Bridging the gap between the purchasing department and suppliers.
- Training, motivating and coaching employees to achieve their targets.

**Millennium Hotel & Convention Centre • Kuwait • 02/2015 – 12/2015**

**Head Waiter & Outlet in Charge**

- Opened the All-Day Dining Restaurant of 134 covers without Restaurant Manager.
- Directly reporting to F & B Director regarding P&L, cost control, employee issues and concerns, forecast and promotions.
- Successfully launched Seafood Themed Dinner in the All-Day Dining Restaurant.

**Marriott Courtyard • Kuwait • 09/2012 – 01/2015**

**Captain**

- Outlet in Charge for Japanese Restaurant, worked in Indian contemporary themed restaurant.
- Oversee taste panels, launching new dishes and getting feedback from customers.
- Mentoring associates to tackle operational issues, cashiering procedures and being hands-on with the team.
- Taking reservations and negotiating set menus with corporate clients.

**JW Marriott Pune, India (Formerly Marriott Hotel & Convention Centre) • India • 06/2012 – 08/2012**

**F&B Associate**

**Ramada Resort Kochi, India • India • 01/2012 – 05/2012**

**Trainee Steward**

**Vivanta by Taj Malabar Kochi, India • India • 09/2010 – 04/2011**  
**Vocation Trainee**

## **EDUCATION**

### **Craft Course in Food & Beverage Service**

Food Craft Institute • Kerala, India

### **Bachelor of Business Administration**

North East Frontier Technical University • India

## **SKILLS**

Budget Management, Customer Service, Hospitality Skills, Inventory Management, Menu Planning, Operations Management, Problem Solving, Sales Forecasting, Social Media Marketing, Training