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Discovery Garden, DUBAI

## EDUCATION

**Bachelor of Hotel Management**

**Madras University. India 2001- 2004**

## EXPERTISE

**Leadership and Team Management**

**F& B Operational Excellence**

**Customer Service Focus**

**Menu Development and Innovation**

**Marketing and Promotion**

**Financial Management**

**Marketing and Promotion**

**Vendor and Supplier Relations**

**Business Performance Evaluation**

**Training and Development**

## LANGUAGE

English      Malayalam  
Hindi      Tamil

# SHYAM CHANDRAJITH

## Restaurant, Food & Beverage operations

**15+** years of experience around the globe in hospitality industry, Five star hotels, Cruise line, High end restaurants with different concepts and Michelin star restaurants. (**Dubai, Bermuda, Cruise Line in USA, and India**), providing high level customer experience, sales driven and managerial performances

## Experience

### ● **FOOD & BEVERAGE OPERATION MANAGER.** **HOLIDAY GROUP – UAE (Jan 2023- Present)**

Responsible for overseeing **4** F&B outlets, Reception, Housekeeping, Kitchen, Stewarding, Maintenance and Entertainment and Marketing Pre opening project of seaman's club in Kizad Port  
Lead, motivate and support a large team with in a time sensitive and demanding environment including setup and implementation of career development plans, hygiene, service standards and problem resolution

### ● **RESTAURANT OPERATION MANAGER** **LEEN'S RESAURANTS GROUPS – UAE (Jan-21 to Jan-23)**

Overseeing daily operation of LEEN'S Casual to Gourmet Restaurants in five business locations.

Recruiting and training for the new colleagues. Improved guest experience in all locations and five locations

Responsible for cost control of entire operation and cost reduction thru innovative solutions. Building brand awareness with different channels.

Food and beverages menu engineering , sales mix cross check the food cost

### ● **MERAAS HOSPITALITY – DUBAI (March 2017 – Sep 2021)** **RESTAURANT MANAGER TO AREA MANAGER**

Work with four Brands in Meraas

**Retro Feasts** (British concept and Beach service) **The Brass** (Coffee and Community)

**Segreto** (Fine dine Italian) **Trattoria** (Casual Italian Restaurant)

Contributed to creating restaurant SOP's in different brands

ducting monthly team meetings to discuss general KPI's as well as driving motivation

### ● **RESTAURANT MANAGER (Dec-2014 to February-2017)** **BATEEL INTERNATIONAL LLC – DUBAI**

Responsible for overseeing the day-to-day operations for Bateel cafe divisions

Work with four locations, JBR , Marina Walk , Dubai Mall and Mirdiff city center

### ● **ASSISTANT RESTAURANT MANAGER (Dec-2012 to Sep-2014)** **TUCKERS POINT HOTEL AND SPA HAMILTON, BERMUDA ISLAND**

Take responsibility for the business performance of the Restaurant

Prepare reports at the end of the shift/week, including staff control, food control and sales

### ● **ASSISTANT MAITRE'D (Oct-2006 to Dec-2012)** **NCL CRUISE LINE UNITED STATES OF AMERICA**

Research and development of all practices, procedures, and equipment specifications for new and existing restaurant concepts  
Develop and maintain positive working relationships with all fleet operations departments to facilitate a team oriented and supportive approach to onboard restaurant service operations