



RAHIM .A DOSANI

FOOD & BEVERAGE
OPERATIONS HEAD



Bur Dubai, Dubai



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ABOUT ME

- Food & Beverage Operation Professional with over 24 years of extensive experience in Hospitality Management.
- Expertise in managing Sales & Operation of QSR Units, Fine Dine Restaurants, Lounge Bar, Pubs, Hotel Rooms, Takeaway Units, and Cloud Kitchen.
- Accomplished in Leadership & Team Management , Cost Measures, Facility Management, Business Development Planning, Guest Experience & Customer Relations, Revenue & Sales Management, Marketing & Brand Management and Human Resource Management.

SKILLS

- ✓ LEADERSHIP & TEAM MANAGEMENT
- ✓ OPERATIONS & BUSINESS MANAGEMENT
- ✓ GUEST EXPERIENCE & CUSTOMER RELATIONS
- ✓ REVENUE & SALES MANAGEMENT
- ✓ MARKETING & BRAND MANAGEMENT
- ✓ NEW PROJECTS MANAGEMENT
- ✓ SOP'S AND MENU DEVELOPMENT
- ✓ LEGAL & LESIONING
- ✓ COST & MEASURES

PERSONAL DETAILS

Date of birth
22/10/1982

Nationality
Indian

Passport Number
C6549013 Expiry 12/2034

Visa status
Visit Visa (30 Days)

Marital status
Married

WORK EXPERIENCE

BOON FOODS INDIA

- **PAPRIKA KITCHEN**
- **PAPRIKA GARDEN RESTAURANT**
- **CHAKHNA GRILL**
- **PAN N WOK**
- **JUST BILL 99**

Mumbai
Apr 2014 - Jan 2025

Food & Beverage Operations Head

- Spearheaded operations for multiple QSR Food & Beverage units in high-traffic shopping mall food courts, driving unparalleled guest satisfaction and service excellence.
- Cultivated strong vendor relationships to secure cost-effective and reliable supply chains, enhancing operational efficiency.
- Ensured rigorous adherence to hygiene standards and housekeeping SOPs, fostering a safe and welcoming environment.
- Developed and executed strategic policies that empowered front-line staff, inspiring them to achieve 100% guest satisfaction.
- Launched innovative sales and marketing initiatives aligned with retail operations to boost brand presence and revenue.
- Crafted and implemented profit-maximizing strategies while rigorously controlling costs and overhead, strengthening brand equity.

VITS MUMBAI (LUXURY BUSINESS HOTEL)

Mumbai
Jun 2012 - Feb 2013

Sales Manager (Rooms Division Corporate Sales)

- Developed and implemented sales strategies to boost room bookings (corporate, group, and leisure segments).
- Collaborated with revenue management and marketing teams to optimize pricing and occupancy.
- Manage key accounts, ensuring long-term relationships and repeat business.

AFTER HOUR HOSPITALITY Pvt.Ltd

- **ELBO ROOM**
The British Pub

Mumbai
Nov 2010 - May 2012

Pub Manager Operations

- Managed all aspects of the pub's operations, including opening and closing procedures.
- Ensured smooth service during peak hours, maintaining a friendly and efficient environment.
- Overseeing inventory management, ordering supplies, and controlling stock levels (including food, beverages, and bar essentials).
- Maintained compliance with health, safety, and licensing regulations.

NAWAB INTERNATIONAL PVT. LTD

- **LEGACY RESTAURANT**
- **LEGACY SKY BANQUET**

Pune
Feb 2009 - Sep 2010

Operation Manager (Restaurant & Banquets)

- Oversee all aspects of restaurant and banquet operations, ensuring smooth and efficient service.
- Developed and implemented standard operating procedures (SOPs) for both à la carte dining and banquet events.
- Managed the setup, execution, and breakdown of banquet events (weddings, corporate functions, and private parties).
- Monitored inventory levels for food, beverages, and event supplies, ensuring proper stock control and minimizing waste.
- Ensured compliance with health, safety, sanitation, and liquor licensing regulations.

ENCORE HOTELS

- RAJDHANI RESTAURANT

Pune
Oct 2008 - Jan 2009

PAN INDIA FOOD SOLUTIONS PVT.LTD.

- BOMBAY BLUE
- NOODLE BAR
- CHAAT BAZAAR
- NOODLE BAR RESTAURANT

Indore M.P
Sep 2005 - Sep 2008

U-TURN THE LOUNGE BAR

Mumbai
Oct 2003 - Aug 2005

HOTEL MAYFAIR PVT.LTD

- COMFORT INN HERITAGE

Mumbai
Nov 2001 - Feb 2003

MARDI GRASS RESTAURANT

- "FOOD FACTORY"

Mumbai
May 2000 - Oct 2001

Unit Sales & Operations Manager

- Managed all aspects of the restaurant’s operations, including opening and closing procedures.
- Overseeing food and beverage service, ensuring quality, consistency, and presentation meet brand standards.
- Maintained compliance with health, safety, and sanitation regulations.
- Monitored inventory and place orders to ensure adequate stock of food, beverages, and supplies.
- Implemented and enforce standard operating procedures (SOPs) to ensure smooth daily operations.

Unit Manager

- Leadership & Multi-Unit Management
- Overseeing daily operations across multiple restaurant locations
- Recruiting, training, and developing management teams
- Performance management and staff retention strategies
- Creating and maintaining a consistent brand experience
- P&L management for multiple units
- Standardizing operating procedures (SOPs) across locations
- Ensuring excellent service standards in all units
- Designing and executing sales strategies to increase revenue

Captain/ Assistant. Manager

- Providing exceptional table service and guest interaction
- Managing guest seating and reservations efficiently
- Upselling menu items to boost revenue
- Handling guest complaints with professionalism and empathy
- Supervising and guiding service staff during shifts
- Ensuring smooth communication between kitchen and service teams
- Training new staff on service standards and menu knowledge
- Overseeing table setups and maintaining dining ambiance

Steward/Crew Asst.

- Cleaning and Sanitizing dinnerware, glassware, silverware, and service stations
- Following hygiene protocols (HACCP standards) to ensure food safety
- Regular deep-cleaning of service stations, floors, and waste disposal areas
- Ensuring a steady supply of clean dishes, cookware, and utensils during service
- Organizing and restocking service stations and kitchen supplies

Order Taker/ Tr. Captain

- Greeting customers warmly and taking orders accurately over phone, in-person, or online systems
- Explaining menu items, specials, and promotions to increase sales
- Handling customer inquiries, special requests, and complaints professionally
- Providing a positive ordering experience to encourage repeat business

CASCADE
RESTAURANT

Mumbai
Apr 1999 - Nov 1999

Management Trainee, Steward

- Assisting with restaurant and banquet operations
- Supporting inventory management and supplier coordination
- Ensuring food safety and hygiene compliance
- Upselling menu items and creating a positive dining experience
- Rotating through all hotel departments for cross-functional experience
- Leading small teams during shifts and supporting staff training
- Developing problem-solving and decision-making skills in a fast-paced environment

Freelance
Hospitality
Consulting

(New Opening
Projects)
February-2013-
March-2014

Blue Foods Pvt. Ltd

Brands : Bombay Blue, Noodle Bar, Chaat Bazaar
Models : (QSR Units & Dinning Restaurants)
Locations : Mumbai, Luckhnow, Ludhiana,
Chandigarh, Indore.

Vertigo India Food & Beverages

Brands : Rollacosta / Juice Lounge
Models : (QSR Units & Casual Dining Restaurants)
Locations : Surat, Sholapur, Vapi, Ahmadabad, Indore,
Pune, Mumbai.

Café Bollywood Pvt. Ltd

Brands : Tease Cafe
Models : Coffee Zone café with Italian Cuisine, Lounge of
55 covers, Casual Hangout
Location : Mumbai

EDUCATION

SUNFLOWER HIGH
SCHOOL

Mumbai
1998

High school diploma

Passed S.S.C from Maharashtra Board with 54%

NATIONAL
INSTITUTE OF
MANAGEMENT

Indore
2008

Higher National Diploma

1 Year Diploma in (Business Administration) from Hotel
Management in Year 2008

Location: _____

Rahim. A. Dosani