

MICHAEL FERNANDES

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HOTEL MANAGEMENT PROFESSIONAL : CHEF-DE-PARTIE (USA)

(Offering over 21 Years of experience)

PROFILE & STRENGTHS

- ♦ Competent and diligent professional; professionally qualified **Hotel Management Professional**, with rich cross-functional experience; last served as **Chef-de Partie** with **Royal Caribbean Cruise Lines, Miami, U.S.A**
- ♦ Strong background in **Hotel Management, Food & Beverage Operations, Budgeting, Menu Planning, Public Relations, Business Development, Promotional Events, Training, General Administration and Customer/Guest Relations.**
- ♦ Industrious & resourceful professional consistently streamlining operations by utilizing & implementing processes that meet **company standards and clients' needs, thereby ensuring profitability, quality and excellent customer service.**
- ♦ Focused and hardworking, self motivated and effective team player with excellent communication and inter-personal skills. Thrive on challenges and quickly adapt to new environments and responsibilities.

PROFESSIONAL EXPERIENCE

ROYAL CARIBBEAN CRUISE LINES, MIAMI, U.S.A

Jun 2004-Jul 2010

Chef-de-Partie

- ♦ Successfully managed and handled day to day operations while devising operational strategies for quality function by carrying out long term and short term quality planning in line with the hotel's requirements, ensured proper facilities across the departments for smooth operations.
- ♦ Nurtured healthy relations with individual and corporate clients while formulating and implementing strategic plans to enhance service standards & implemented strict measures in customer care procedures to optimize guest satisfaction & retention. Implemented policies, procedures and various strategies of the hotel/resort while ensuring adherence to regulatory requirements and hospitality norms.
- ♦ Instrumental in monthly planning, formulating cost effective budgets for various operations of the hotel/resort/restaurant; also implemented cost reduction measures to control expenditure within budgetary parameters.
- ♦ While working as Chef-De-Partie in Carnival Cruise Lines, Miami (U.S.A), efficiently managed all sections of the galley including Roast, Fish, Vegetable, Sauce, Tournant, Pantry, Garde Manger; worked on ships having carrying capacity of 2400 to 3600 passengers.
- ♦ Shouldered responsibility of following up on HACCP, recipes followed as per Royal Caribbean standards, receiving & checking of fresh food, vegetable, fruits, dairy products; Ensured adherence to compliance with HACCP and company standards, cost production with minimal wastage, production and batch cooking as close to service time for freshness and minimum wastage.
- ♦ Responsible for planning and executing standard Food & Beverage operations to embellish service as per benchmarks; instrumental in setting up system & procedures for the F&B department while implementing measures for cost control to enhance revenue generation & profitability.
- ♦ Looked after menu planning in line with the culinary standards; adept at planning & organizing food buffets in coordination with Executive Chef. Ensure adherence to all SOP's and checklists, train develop and motivate all team members, create a positive work environment in the kitchen and other service areas. Analysed and monitor consumption of high cost food products and institute strict control measures on wastage and overuse of ingredients.
- ♦ Efficiently handled proactive customer relations, planned and executed the operations to ensure quality service, managed guest requests, complaints and feedbacks and displayed cordial attitude towards clients for referral & repeat business to enhance profitability and business volumes.
- ♦ Played a pivotal role in setting up of a beach restaurant Club Sunshine in Goa from September 2010 till present.

CARNIVAL CRUISE LINES, MIAMI, U.S.A

Oct 1998 - Feb 2004

Chef-De-Partie I

PRINCETON HOTEL, DUBAI, UAE

Jun 1995 - Oct 1998

Chef-De-Partie

DAMAC AL-OTAIBA, ABU DHABI, UAE

Feb 1993 - Apr 1994

Continental/ Arabic Cook, Commis I

DONNA SYLVIA BEACH RESORT, GOA

Nov 1992 - Feb 1993

Commis II

AVERINA BEACH RESORT, GOA

Dec 1991 - Oct 1992

Commis II