

ANURAG CHAMBEL

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CAREER OBJECTIVE

Experienced Food and Beverage Manager with 15+ years of expertise in managing high-quality, fast-paced restaurants. Skilled in staff training, customer service, and operational efficiency, leading to increased customer satisfaction, reduced staff turnover, and a 92% rise in sales through effective upselling techniques. Seeking to leverage my experience and proven track record to enhance the profitability and efficiency of your establishment.

SKILLS

Accounting Operations | Budgeting & Cost Control | Customer-Centric Approach | Profit & Loss Analysis | Capital Expenditure (CapEx) | Staff Coaching & Training | Decision-Making | Point of Sale (POS) Systems | Menu Planning & Costing | Sales & Revenue Growth | Excellent Interpersonal Skills

EDUCATION

High School - S.G.M., Kashipur, India (Commerce) [2004-2005]

Senior Secondary - S.V.M., Kashipur, India (Commerce) [2005-2007]

Diploma - I.H.M., Jodhpur, India (Diploma in Food & Beverage Production) [2007-2008]

CERTIFICATIONS & TRAININGS

Train the Trainer | WSET Level 1 (Wine & Spirits Education Trust), Dubai | HACCP Certified

EXPERIENCE

Food and Beverage Manager (Jan 2024 - Present)

Hospitality Concept Group, Muscat & Bidiya, Oman

Outlet Manager (Dec 2022 - Dec 2023)

Radisson Group, Sohar, Oman

Unit Manager (July 2020 - Jan 2022)

Ripples Kitopi, Riyadh, Saudi Arabia

Assistant Restaurant Manager (Aug 2019 - July 2020)

New Signature L.T.D., Riyadh, Saudi Arabia

Assistant Restaurant Manager (Aug 2018 - July 2019)

Compass Skyview, Bangkok, Thailand

F&B Team Leader (Sep 2016 - Aug 2018)

Burj Al Arab, Dubai

F&B Service Assistant (March 2012 - Aug 2016)

Grosvenor House, Dubai

F&B Service Assistant (June 2011 - Feb 2012)

Taj Lake Palace, Udaipur, India

F&B Service Assistant (Jan 2009 - June 2011)

Leela Kempinski, Udaipur, India

ACHIEVEMENTS

- Trained and coached 50+ staff members in customer service, F&B knowledge, and COVID-19 protocols.
- Reduced operational costs by 7% through improved inventory and labor cost management.
- Exceeded monthly sales targets by at least 10% through staff training and upselling initiatives.
- Achieved a 25% higher employee retention rate than the industry average through leadership training.
- Increased profit margins on select menu items by 15% by sourcing ingredients from local suppliers.
- Implemented a cross-training program, improving efficiency across multiple roles.
- Boosted customer engagement on social media by 20% through interactive promotions.
- Achieved a 99% rating from the Restaurant Health Inspection Committee by implementing safety training.
- Designed a wine and food pairing program, increasing monthly wine sales by 40%.
- Implemented a new reservation system, leading to a 15% increase in sales across sister venues.