



## **Utsav Dahal**

**Dubai, United Arab Emirates** 360 Degrees Bar, Jumeirah Beach Hotel, Dubai, UAE

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*Experienced Food and Beverage Professional with strong organizational skills possessing more than 7 years of experiences in five star hotels, restaurants and bars in different capacities. Looking for a Challenging and a new opportunity within the Industry where I could contribute to the constant positive output of the organization with my knowledge, skills and experiences*

### **Working Experiences:**

**Currently, Senior Mixologist** 360 Degrees Bar Night Club, Jumeirah Beach Hotel, Dubai, United Arab Emirates  
[jumeirahbeachhotel.com](http://jumeirahbeachhotel.com)    [360dubai.com](http://360dubai.com)

- Involve in the setting of department targets and objectives, and to monitor and strive for their achievement
- Aware of financial targets and taking positive action to meet department objectives and target.
- Input new ideas for service and products to maintain competitive and leading edge.
- An effective communicator with guests/clients and at all levels of the venue.
- Supporting the Managers in the implementing and/or following of procedures concerning recording of stock movements e.g. correct charging of items, billing.
- Ensuing security, functionality and proper handling of company property in the department.
- Ensuring mise-en-place are prepared according to Bars standards and guest drinks are prepared and served according to company standards.
- Ensuring accurate stock-takes are carried out according to company policy
- Involve in the setting of service and quality standards, and to monitor and strive for their achievement.
- Monitoring, anticipating and reacting to customer needs consistently to ensure maximum guest satisfaction.
- Paying attention to detail in all aspects of the customer journey.
- Taking prompt action to resolve complaints according to company policy.
- Building positive relationships with clients/guests to ensure customer satisfaction.
- Leading team by example.
- Giving clear direction and guidelines to team members.
- Motivating and being proactive in encouraging team commitment and spirit.
- Delegating and managing distribution of workload effectively.
- Communicating through various methods such as briefings/meetings and individual discussions.
- Sharing ideas and problems with the team and encourage their input in helping make decisions where possible.

**Head Bartender,** Anantara Desert Island Resorts & Hotels, Abu Dhabi, United Arab Emirates  
March 2014 - August 2015, [desertislands.com](http://desertislands.com)

- Oversees and directs the opening and closing of the bars and adapts operations as needed to meet the demands of the actual guest flow. Represents the Beverage Manager in his absence.
- Master in regards to inventory taking, cost control, loading, ordering and storing under the guidance of the Bar Manager.
- Maintains all par stock levels, including china, glassware and consumables.
- Is Responsible for breakage and spoilage in the bars. Assists on any project as assigned by the Bar Manager or Corporate Office. Assists on the floor, behind the bar if needed; is
- In coordination with the Beverage Manager, organizes preparations and decorations for special activities, sales events and promotions.
- Ensures that the correct pouring quantities are being poured, that recipes are followed and that all standards as set forth in the Mixology program are followed

## Past Experiences,

**Mixologist ,** Fuego Mexican Restaurant, Downtown Dubai, United Arab Emirates  
March 2012 – February 2014  
[fuegodubai.com](http://fuegodubai.com)

- Part of pre opening Team . Started a complete new trend in Dubai with more than 20 different infusions of Tequila . Created some signature cocktails basically with all Latino names and

ingredients. Helped Chef to pair up different drinks and cocktails during special events and functions. Was Responsible for weekly and monthly inventory, Stock requisitions /FOC along with daily beverage operations . Would conduct Drinks trainings to the floor staff as well as bar staffs.

**Food and Beverage Supervisor** Radisson Hotel, Kathmandu, Nepal.

January 2010 – February 2012.

[radisson.com](http://radisson.com)

**Bartender & Captain** Café del mar Club Restaurant and Bar , Singapore

August 2007 – October 2009

[cafedelmar.sg](http://cafedelmar.sg)

**Bar back/Waiter** Radisson Hotel , Kathmandu, Nepal

August 2004 – February 2007

[radisson.com](http://radisson.com)

**Academic Qualifications-** Advanced Diploma - Hospitality Management - Wigan & leigh - Singapore

## Awards and Honors

Voted Best Bar Team in Uae

Best Bar Ahlan Awards May 2016

Awarded Best Bar in Uae

Best Bartender in house Anantara Hotels March 2015

Semifinalist Stella Arteois World Class Completion 2013 Dubai

New Emerging Bar Talent Kathmandu Magazine August 2011

Featured as Best new emerging bar talent in beverage industry in the city

Semifinalist Diageo World Class Completion 2008 Singapore

## Overall Features:

- Deliver F&B service in accordance with departmental standards and procedures.
- Develop departmental standards and procedures to promote salesmanship, beverage creativity and profit.
- Communicates with F&B management any difficulties, guest comments and other relevant information
- Carries out effective food and beverage service ,Take appropriate action to resolve guest complaints.

- Requisition bar items according to bar stocks.
  - Carries out effective service by ensuring all colleagues are aware of their role
  - Obtains all information available for upcoming year (occupancy, forecast, trends, reservations, festive periods, etc.)
  - To create promotions and events for the bar / restaurant and drive the planning, marketing and execution of the same
  - Plans colleague schedules according to forecasted revenue.
  - Ensures proper and adequate controls are in place specifically over purchase orders and requisitions.
  - Monitors monthly food and beverage inventory turnover. To achieve the revenue and profitability budget for the outlet. Prepares P&L analysis
  - To ensure that purchasing, receiving and all storage are efficiently handled and that the goods purchased conform to the company's specification.
  - Review and analyze monthly Profit and Loss statement with the Director of Food & Beverage/Food & Beverage Manager.
  - Reviews food and beverage cost analysis on a daily basis to ensure costs are in line with budgeted and forecasted figures. Check and analyze daily covers, average check and sale.
- General Responsibilities:

## **Trainings :**

- Train The Trainer, Handling Guest Feedback. Excellent Customer service, Service Netting, Service Recovery, Job coach Training Person In charge Training.(PIC )
- MMI and African Eastern various Bar Trainings & Master class Programs in Dubai and Diegeo In Singapore and participated in a few competitions. Cigar Trainings.
- Advanced Inventory Techniques and Loss Prevention. Liquor Ordering Guidelines
- WSET Courses. HACCP Certified .