

SAVAN CHOTALIYA

Operations Manager

📍 Toronto, Ontario, Canada
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SUMMARY

Hospitality and Customer Service is my passion and dedication. Providing exceptional and going above all for both clients and customers is my mission. Making sure they leave with a smile is my end result! There is a famous quote by Maya Angelou that says, 'People will forget what you said, forget what you did, but people will never forget how you made them feel.' To me, hospitality is making my guests feel comfortable, cared for, and welcomed. They should always leave with a smile on their face, knowing they received the utmost care and respect. When a guest is smiling, appears relaxed, and tells me that they are coming back or recommending the restaurant to a friend, I know that I have delivered utmost hospitality. To me, hospitality is truly effective when a customer not only feels taken care of, but plans on returning because of that experience.

FOR ME 'TO SERVE CUSTOMERS IS TO SERVE GOD AND TO SERVE GOD IS TO SERVE ETERNITY'

WORK EXPERIENCE

December 2021-Current

Restaurant Operations Manager

🏢 Nandos PERi - PERi North America
📍 Toronto, Ontario, Canada

- Oversee the daily operation of the restaurant.
- Create and manage scheduling and control Labour for 25 staff members both in FOH and BOH
- Finalize payroll, Vendor Purchase invoices and Cash outs weekly for Financial Package.
- Administered and developed training programs for new and current staff.
- Assist with weekly inventory for all areas of the restaurant and generate weekly reports for P&L, GP and P and L for each period
- Oversee budgeting, labour planning and forecasting with Restaurant Manager.
- Manage customer care and satisfaction; ensure efficient follow up with employees to reduce issue to arise again
- Maintained proper sanitation, hygiene standards in restaurant departments and maintained effective store presentation.
- Participate in weekly meetings for improvements and follow ups with Regional Manager of Canada.
- Provide coaching and feedback to staff to identify any problems, concerns and opportunities for improvement.
- Conduct daily shift briefing with Front and Back employees to discuss forecast and operation reminders.
- Assist in any areas of the restaurant when staffing constraints required

December 2021-December 2022



Store Assistant Manager

🏢 DICE Fruit Bar & Cafe
📍 Toronto, Ontario, Canada

- Managing inventory for food and beverage items to ensure the kitchen is adequately stocked
- Hiring, training, and disciplining kitchen staff such as line cooks, bussers, and barbacks
- Seeking ways to improve kitchen processes and ensure prompt service
- Creating a schedule for kitchen staff to know their shifts
- Work with chefs to ensure that the menu is correct and up-to-date
- Set standards for kitchen cleanliness and ensuring cleaning is done regularly
- Tracking kitchen waste and looking for improvements for financial return
- Preparing ingredients and components of each recipe on the restaurant's menu
- Maintaining the freshness of product and rotating old products out
- Working with a team of Cooks to handle varying levels of activity
- Maintaining a clean, sanitary, and safe workspace at all times to avoid contamination
- Being aware of and following all kitchen health and safety regulations and guidelines

September 2019-December 2021



Food recepies Expeditor cum chef de partie

 The Food Dudes Inc
 Toronto, Ontario, Canada

- Memorizing recipes, policies, procedures, and standard portion sizes
- Preparing ingredients and components of each recipe on the restaurant's menu
- Maintaining the freshness of product and rotating old products out
- Working with a team of Cooks to handle varying levels of activity
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September 2019-October 2021



Restaurant Supervisor cum General Manager

 Byblos downtown duncan street 11
 Toronto, Ontario, Canada

Byblos downtown provided me and shaped me to work in fast-paced environment and served almost 160 to 170 guests each day In a continuous working environment and maintaining the same pace, I was responsible for maintaining hygiene standards, and cleanliness throughout the restaurant and mainly BOH dishwashing area. Interacting with guests and booking tables and orders from POS training the BOH staff, maintaining inventory, organizing work pattern, managing backlashes in restaurant

August 2018-September 2019

Lead Line Cook

 CLIO INK ENTERTAINMENT GROUP
 Toronto, Ontario, Canada

1. i was in charge of orders during peak service times to assure timely preparation and service while minimizing over-production and waste
2. Properly present all food items and provide maximum appeal, quality, temperature and freshness
3. Follow HACCP procedures and practices
4. Maintain kitchen sanitation and equipment cleaning schedule using a 'clean as you go approach

5. Complete assigned equipment and station cleaning schedule

one of the best experiences ever with fine food dining keeping in mind the consistency

May 2017-July 2018

Restaurant Manager / Supervisor

🏠 Fortune Park JPS Grand

📍 Rajkot, India

which caters mainly to cricket teams and football players

- Hire and train staff
- Keep track of inventory and place orders with suppliers accordingly
- Manage customer complaints
- Create schedules for staff
- Make sure all health and safety regulations are followed at all times
- Monitor the restaurant's sales
- Develop and follow a budget to maximize restaurant profits
- Develop or contribute to marketing plans to promote the establishment

March 2016-May 2017

Restaurant Supervisor

🏠 The imperial palace

📍 Rajkot, India

Working at imperial palace was of great importance because it was my first job and i learnt a lot of new things in this restaurant it catered wide range of cuisines and food related to different ethnic groups as it was mainly catering football players and cricket teams

- Strong organizational skills
- Management skills and ability to lead a team
- Excellent communication skills
- Excellent customer service skills
- Strong analytical and reporting skills
- Flexibility
- Strong interpersonal skills
- Ability to work together as a team

February 2015-March 2016

lead front of house server

🏠 Indian flavour restaurant


📍 Rajkot, India

This was my first job when i stepped in to hospitality industry and i got a huge leap to become restaurant supervisor i owe all my efforts to my trainor who gave a lot of technique to deal with serving and hospitality restaurant business.

- Greeting customers upon arrival at the restaurant
- Providing excellent customer service during their dining experience
- Providing suggestions for food or drink choices to diners
- Taking feedback from diners
- Cleaning tables and preparing spaces for future diners
- Carrying drinks and food from the kitchen or bar area to the tables
- Memorizing the food menu and wine list as well as any nightly specials
- Setting tables throughout the shift

January 2014-February 2015

Dishwasher/Prep Cook

 Lord's banquet restaurant

 Rajkot, India


Maintained a clean kitchen, properly washes and sorts soiled dishes, and preps foods as needed. Keeps dish area free of clutter and organized.

- Setting up dish stations, including dish machines and sinks.
- Maintaining clean / dry floors throughout the shift.
- Properly washing, stacks, and storing china, glassware, silverware, cookware, and storage containers.
- Changing water of machines and sinks every two hours, or more often as required by business levels, and properly uses chemical dilutions set by EcoLab.
- Assisting in the timely storing of food deliveries.
- Maintaining trash cans throughout shift and removing full trashcans and boxes at the end of each shift.
- Maintaining the dry storage area and the organization of storage shelves.
- Following the posted daily dish cleaning duties.
- Assisting in food prep and any other duties set forth or requested by the chef as needed.

EDUCATION

2022-2022

Master's Degree in Business

 Centennial college

 Toronto, Ontario, Canada

Master's Degree in Business management

Centennial college - Toronto, ON

January 2022 to June 2022

- Business management

2014-2018

Bachelor's Degree in Food

 marwadi university

 Rajkot, India

Bachelor's Degree in Food processing industry machines
Marwadi education foundation - Rajkot, Gujarat
June 2014 to June 2018

- Food processing industry machines

SKILLS

Banquet Banquet Experience Chef (All) Culinary Arts Culinary Dining Food and Beverage Operations
Kitchen Kitchen Management Restaurant Manager Food Processing Food Production Food Safety
Inventory Scheduling Contamination Sanitation Expeditor Operations Manager Team Management
Point of Sale POS Retail Marketing Retail Marketing Business Management Merchandising
Food Processing Industry Excellent Communication Skills Excellent Customer Service Skills Multitasking
Organizational Skills Haccp Coaching Training Programs Invoices Payroll Customer Service Oriented
Customer Service Greeting Staffing Time Management Budgeting Forecasting Operations
Pricing Cash Handling Retail Sales Budget Recruiting Quality Assurance Meat Cutting
Microsoft Office

CERTIFICATIONS

Smart Serve

Food Handler

HONORS & AWARDS

cover letter

Sawan Chotaliya

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647-995-3142

Re: Application for the position of Restaurant Manager/FOH manager/FOH supervisor/cafe manager

Dear hiring manager,

I was thrilled to discover your job posting for a restaurant manager and am excited to be applying for the position. My experience in the restaurant industry, formidable management skills, business acumen, and dynamic nature make me a

perfect fit for the job. I believe I would be a valuable addition to your team.

I am passionate about creating great dining experiences and excel in training and managing teams to deliver excellent customer service. Several years of experience as a restaurant manager have allowed me to develop a broad skill set, from excellent customer service and people management skills to strong budgeting, business development, and marketing skills.

I am excited to be applying for this position with you and for the opportunity to apply my know-how, positive energy, and restaurant management abilities to oversee the efficient running of your restaurant, increase profitability, and ensure staff and customer satisfaction. I would feel privileged to be a member of your team.

Please find attached my resume that contains a detailed account of my education, experience, and competencies. Feel free to contact me directly should you require anything further.

Thank you for your time and consideration. I look forward to hearing from you to discuss this position in more detail.

Sincerely,

SAWAN CHOTALIYA

LANGUAGES

English - Fluent

Hindi - Fluent

Gujarati - Fluent

Punjabi - Fluent

EXTRACURRICULARS

Achievements

- 1) Conducted a marketing campaign to find new business areas and exceeded the goals set.
- 2) Trained and then deployed new staff batches of cooks, hosts and other general employees for the restaurants branches.

WORK AUTHORIZATION

I am authorized to work in the following countries:

- Canada