Denial Abnes

Mahboula, Kuwait dkabnes@gmail.com +965 65995049
www.denialabnes.com https://www.linkedin.com/in/danielabnes/

PROFESSIONAL SUMMARY

Experienced and driven Manager with over 17+ years of leadership across Kuwait, UAE, Canada, and India, blending international insight, adaptability, and operational finesse. Passionate about elevating efficiency, reducing costs, and creating memorable guest experiences through empowered teams and service quality. Skilled in budgeting, food costing, team development, and vendor relations. Seeks to contribute strong leadership and strategic insight to a people-focused organization.

SKILLS

- **Food Costing and Quality Control**
- **Financial planning & budgeting**
- **Cross-Functional Coordination**
- **Training & Development**
- **Strategic Orientation**
- **Multi-Unit Operations**

WORK EXPERIENCE (From Present to 2004)

Store/ Restaurant Manager **04/01/2026 – till date, Mirqab, Kuwait**
Tabco

- Oversee daily restaurant operations, ensuring brand standards, food quality, and service excellence.
- Monitor food cost, labor control, and inventory to maintain profitability.
- Ensure adherence to HACCP, health, and local regulatory requirements.
- Maintain high standards of food quality and presentation.

Food Service Supervisor/Manager **27/09/2024 – 08/03/2025, Sault, Canada**
Chuck's Road House

- Supervise and coordinate activities of food service staff.
- Ensure compliance with health and safety regulations.
- Maintain high standards of food quality and presentation.
- Train new employees and provide ongoing training for existing staff.

Restaurant Manager **28/04/2018 – 30/06/2024, Mirqab, Kuwait**
Solo Management Co. ***(Solo Pizza Napolitana, Barba, Doppio, Pizza Bar, Seoulian)***

- Led operations and brand standards across multiple Solo concepts, ensuring consistency and performance.
- Supported Area Manager duties through cross-outlet audits, quality checks, team evaluations, and reporting.
- Managed full P&L: food cost, labor control, inventory accuracy, waste reduction, and vendor coordination.
- Trained, coached, and developed teams, building a pipeline for Supervisors and Managers.
- Implemented SOPs, service standards, HACCP protocols, and Baladiya compliance across outlets.

- Drove sales through seasonal campaigns, LTO launches, menu enhancements, and brand promotions.
- Analyzed sales, guest trends, and cost variances to guide operational improvements.
- Collaborated with owners, chefs, and central management on KPIs, staffing plans, and expansion needs.
- Supported store openings, mass hiring, and structured training for new teams.
- Ensured consistent guest experience across dine-in, delivery, and takeaway channels.

Assistant General Manager **14/04/2016 – 30/08/2016, Goa, India**
Royal Goans Beach Club Resort

- Manage daily restaurant and hotel operations, ensuring smooth service, guest satisfaction, and adherence to brand standards.
- Act as the management company's representative for pre-opening, liaising with owners, operations, and construction teams to meet project timelines.
- Oversee recruitment, training, and team development to build skilled and motivated staff.
- Plan and execute BOH layouts, equipment installations, and operational readiness in compliance with safety, hygiene, and Baladiya regulations.
- Manage project scope, budgets, procurement, and vendor negotiations, ensuring quality and timely delivery.
- Lead pre-opening meetings and presentations, outlining processes, compliance requirements, and operational milestones.
- Monitor inventory, control costs, and implement strategies to achieve profitability targets.
- Maintain facilities and equipment to operational and legal standards, ensuring long-term efficiency.

General Manager **27/11/2013 – 07/05/2015, Goa, India**
The Sapphire Comfort Hotel

- Planning and organising accommodation, catering and other hotel services.
- Promoting and marketing the business.
- Managing budgets and financial plans as well as controlling expenditure.
- Maintaining statistical and financial records.
- Analysing sales figures and devising marketing and revenue management strategies.
- Recruiting, training and monitoring staff.
- Dealing with customer complaints and comments.
- Addressing problems and troubleshooting.
- Ensuring events and conferences run smoothly.
- Dealing with contractors and suppliers.
- Carrying out inspections of property and services.
- Ensuring compliance with licensing laws, health and safety and other statutory regulations.

Guest Service Agent **23/04/2013 – 20/11/2013, Jebel Ali, UAE**
Jebel Ali Hotels & Resorts

- Manage cash float, currency updates, and safe box records.
- Process charges, payments, and guest folios accurately.
- Achieve revenue targets through promotions and upselling.
- Coordinate with departments on check-ins, cancellations, and lost & found.
- Close cash registers with reports and submit to the night auditor.

Assistant F&B Manager **16/09/2010 – 10/01/2013, Goa, India**
Heritage Village Resort

- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
- Supervise all ensure resolution of customer's grievances in systematic way
- Preserve excellent levels of internal and external customer service
- Establish par levels for supplies and equipment. Complete requisitions to replenish shortages or additional items needed for the anticipated business.
- Meet with the Chefs to review menu; update board throughout shift. Ensure that staff is aware of such.
- Lead F&B team by attracting, recruiting, training and appraising talented personnel
- Establish targets, KPI's, schedules, policies and procedures
- Provide a two-way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Maintain knowledge on all fire protection and preventive measures during emergency.
- Comply with all health and safety regulations
- Report on management regarding sales results and productivity
- Ensure all closing duties for staff are completed before staff sign out.

Restaurant Manager **07/11/2006 – 30/06/2010, Goa, India**
Club Mahindra Resort

- Coordinate daily Front of the House and Back of the House restaurant operations
- Train, and supervise restaurant employees
- Create staff schedule to ensure appropriate staffing
- Track stock levels of food, supplies, and equipment, forecast needs, and oversee ordering as necessary
- Take ownership of budgets and cost control methods to minimize expenses
- create and execute plans for department sales, profit and staff development
- Address customer needs, comments, and complaints
- Adhere to and enforce employee compliance with health, safety, and sanitation standards
- Process payroll and maintain all relevant record

Restaurant Supervisor **03/11/2004 – 21/10/2006, Goa, India**
Hotel Failaka

- Oversee restaurant operations to drive sales, profit, and efficiency.
- Plan and execute marketing, promotions, and seasonal offers.
- Monitor budgets, sales, and cost controls to meet targets.
- Coordinate with chef on menu and quality standards.
- Lead, train, and motivate staff for top performance.
- Ensure coordination between kitchen, bar, and service teams.
- Address customer feedback, queries, and complaints.
- Uphold hygiene, safety, and licensing compliance.
- Manage inventory, orders, and stock control to reduce waste

EDUCATION

College/University **Himalayan University** **Year 2020**
Course: Master's in Business Administration (Hotel Management)
School / Address: Arunachal Pradesh, India

College/University **Madurai Kamraj University** **Year 2008**
Course: Bachelor's in Business Administration
School / Address: Tamil Nadu, India

CERTIFICATION

COURSE & YEAR OF PASSING	NAME OF INSTITUTE
Diploma in Hotel Management, Oct' 2004	ITI/ODP
Advance Diploma in Human Resource Management, April' 2011	Ajax
Certificate in Restaurant Management, May'2017	Royale Institution
Food Handler Certification, Sept'2024	Food Safety Training, Canada.
Smart Serve, Sept'2024	Smart Serve Ontario, Canada
Supervisor Health and Safety Awareness, Oct'2024	Gov. of Ontario, Canada
WHMIS, Oct'2024	AixSafety.com, Canada

PERSONAL INFORMATION

Date of Birth : 22 November, 1984
Civil Status : Married
Nationality : Indian
Passport Number : Z6340369
Visa Status : Ahli Visa 18 (Transferable)
Language : English (Fluent), Hindi (Fluent), Arabic (Basic)