

**EXPERIENCE**

**DIRECTOR, FOOD & BEVERAGE**

**Phoenix, AZ**

04/2016 – present

- Develop high performing F&B management team to take on the next role. Growing managers within Raffles
- Develop the F&B management team to be ready to take the next role. Growing managers within Raffles Hotels & Resorts
- Proactively builds, develops, maintains and manages strong working relationships with all other departments, corporate sponsors and tourism partners
- Develop new and special promotions that will improve guest satisfaction under the guidelines of the Raffles' standards operating procedures
- Performs any and all other tasks which are assigned by the executive management
- Performs any other tasks and duties as may be assigned by the Managing Director or the Hotel Managers
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person

**DIRECTOR FOOD & BEVERAGE**

**Dallas, TX**

02/2013 – 03/2016

- Assist in designing and engineering menus
- Ensure all products and services are provided in a timely and professional manner while exceeding guest expectations and promptly resolving guest issues
- Ensures that the receiving, holding and issuance of products are within the quality and control standards
- Assist other departments wherever necessary relating to special projects or requests
- Responsible for directing all Food & Beverage and Casino Beverage operations
- Can respond to changes in planning assumptions and alter plans as necessary
- Develops and maintains effective communications between all operating departments

**ASSISTANT DIRECTOR, FOOD & BEVERAGE**

**Boston, MA**

06/2008 – 08/2012

- This position will manage the F&B Manager and Executive Chef, and will monitor all Assistant F&B Managers and front of house service staff
- Assist and guide the Food & Beverage department achieve their financial and operational targets
- Select, train and develop Colleagues to ensure timely recruitment and career growth
- Execute the delivery of all Food & Beverage promotions and new menus; creating a destination of choice for both hotel and external guests
- Forecasts and manages procurement and purchasing, labor and departmental expenses to budget
- Assist in the day to day operations of the Food & Beverage Division, ensuring all service standards are followed
- Monitor all guest service standards, constantly seeking ways to improve product and service as well as increase volumes and profits

**EDUCATION**

**TEMPLE UNIVERSITY**

**Bachelor's Degree in Hotel Management**

**SKILLS**

- Extensive experience overseeing multiple outlets with front and back of house responsibility
- Ideal candidate will have Five Star, Five Diamond, and international experience
- Strong background in cost management for food, beverage, labour, service excellence and other operating expenses
- Command of menu structure, pricing, and formatting
- Extensive knowledge of food preparation, wine selection, and bar management
- Demonstrated skill in strategic planning
- Capable of effectively managing both front and back of house operations; as a result, strong interpersonal and leadership skills are essential
- Management of Financial Resources - Determining how money will be spent to get the work done, and accounting for these expenditures
- Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
- Applied Business Knowledge - Understanding market dynamics, enterprise level objectives and important aspects of the company's business to accurately diagnose strengths and weaknesses, anticipate opportunities and risks, identify issues, and develop strategies and plans. Aligning individual and team