



My Web Bio : NigelThomas.live

Nigel Anthony Thomas – Hospitality & F&B Operations Manager

Professional Summary

Seasoned hospitality and F&B operations professional with extensive leadership experience across resorts, restaurants, and international cruise lines. Proven expertise in driving revenue growth, ensuring compliance with global standards, and fostering strong guest relations. Open to working with an Equal Opportunity Employer and committed to operational excellence and team development.

Core Competencies

- Restaurant & Resort Operations Management
- Budgeting & P&L Analysis
- Revenue Growth & Cost Control
- Staff Recruitment, Training & Leadership
- Customer Experience & Service Excellence
- SOP Development & HACCP Compliance
- Inventory & Vendor Management
- Strategic Planning & Business Development

Professional Experience

General Manager – Café/Resort Operations, Nandi Hills, Bangalore (Jan 2024 – Sep 2025)

- Led full operations for café and resort property, driving sales and service standards.

- Oversaw staff training, vendor coordination, and P&L accountability.

Director of Operations – The Ofen Bakery-Bistro, Hyderabad (Nov 2022 – Jan 2023)

- Directed day-to-day F&B operations with focus on profitability and customer satisfaction.

Restaurant Operations Manager – KlayWorkZ Barista, Bangalore (Apr 2020 – Oct 2022)

- Managed dual locations at Kalyan Nagar & JP Nagar; implemented SOPs, HACCP plans, and staff training.

Hospitality Management Roles – Middle East & USA (Dec 1993 – Jul 2019)

- 5 years with 5-star hotels in the Middle East RAMADA MERIDIEN & AL HAMBRA HOTEL
- 20 + years in management positions on international cruise ships.
- 6 years in the USA managing operations in restaurants in Seattle-Miami-Cleveland

Education & Certifications

- High School – SSC
- F&B Management – AH&LAE, USA
- F&B Cost Controls – AH&LAE, USA
- USPH Training in Public Health – Johnson & Wales University, USA
- FSSAI Food Safety Seminars – India
- ServSafe Certification – USA

Additional Information

- Languages: English (Fluent), Hindi (Intermediate), Tamil (Conversational), Kannada (Basic)
- Location: Mumbai, India (Open to Pan-India opportunities)

Cel & Whatsapp # 9769351231

[linkedin.com/in/nathomas-hospitality](https://www.linkedin.com/in/nathomas-hospitality)