

DILLI SIVA KRISHNA

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Food and Beverage Manager @ ABODE Hotels By Shree Venkateshwara Hotels

November

2022 to till Hyderabad, Telangana.

- ❖ Overseeing or liaising with the kitchen. Keeping up to date with licensing legislation, liaising with the authorities and taking overall legal responsibility for the premises. Enforcing health and safety rules. Adhering to budgets, increasing profits and managing cash flow.
- ❖ Designing delicious and attractive menus and continuously making improvements.
- ❖ Forecasting, planning, sourcing, and ordering food supplies for the kitchen, as well as beverages.
- ❖ Building positive relationships with food and beverage vendors.
- ❖ Adhering to the food and beverage budget.
- ❖ Managing daily food and beverage operations.
- ❖ Following food and safety regulations.
- ❖ Maintaining positive customer relationships, processing complaints, and responding to customer needs.
- ❖ Assisting with marketing events.
- ❖ Creating and enforcing restaurant policies, targets, and KPIs.
- ❖ Hiring, training, and managing food and beverage staff.

Cafe Manager at Sodexo Food Solutions MNC @ Google India Pvt Ltd.

October 2017 - April 2022 Hyderabad, Telangana.

- ❖ Oversee the service of all food & beverages within the Cafe Work Duty Manager shifts as and when required, Apply attention to detail to the way in which food and drinks are presented ensuring the customer receives a quality product every time
- ❖ Be passionate about food, beverage and customer service, seeking to ensure that the highest standards are met at all times
- ❖ Complete minor food preparation tasks as necessary to assist with food service
- ❖ Be in attendance at core meal times ensuring that all customers receive the best possible service as well as providing an initial point of contact should there be any questions or complaints
- ❖ Liaise with chef on duty to ensure seamless food service and ensure good communication with head chef to provide feedback on food service
- ❖ Organizing and delivering events and functions to the required standards working alongside the events co-ordinator
- ❖ Liaise with the events coordinator regarding organization of functions and events
- ❖ Involve and manage food and beverage promotions ensuring costings are accurate with achieving correct GPO
- ❖ Identifying and maximize up selling opportunities for profitable sales growth
- ❖ A proactive attitude to continuous improvement is visible with regular meetings to review service delivery including service styles and menu offers as well as positive customer feedback, ensuring that the whole team is engaged in this process
- ❖ Report and liaise regularly with management team regarding departmental performance and ensure they are informed of any relevant information or issues
- ❖ Knowledge of health & safety and food safety in a catering environment
- ❖ Ensure security is maintained and events are staffed appropriately and in accordance with licensing laws and Licensing Procedures.
- ❖ Embrace and grow a 'zero accidents culture' within your team by ensuring the accurate reporting of near misses and accidents as well as reporting any equipment defects to your line manager in line with company procedure
- ❖ Ensure the correct storage and disposal of foods in line with company policies and procedures
- ❖ Ensuring that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe

- ❖ To be aware of the evacuation procedures and adhere to them in the event of an evacuation
- ❖ Maximize company profits through rigorous analysis and control of both wastage and portioning as well as sales data
- ❖ Ensure all company documents are completed with integrity and that due diligence is practiced at all times
- ❖ Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and report & return of any sub-standard items
- ❖ Completion of a monthly equipment and stock take of all goods under responsibility
- ❖ Prepare the team rota each week and ensure sufficient levels of staff are scheduled to work in line with business needs taking into account staff requests
- ❖ The fixed term and casual labor pool is managed and recruitment of any new positions is managed
- ❖ Carry out training as required ensuring that your team has the skills needed to excel. Robust training records to include Great Training and on the job training for each employee.
- ❖ Positive team culture and high levels of productivity and employee engagement are demonstrated
- ❖ Maintain high standards of appearance and personal effectiveness across the department
- ❖ Ensure breaks are organized in accordance with fluctuations in the volume of business
- ❖ Continue to develop one's own skills and knowledge within the position
- ❖ Attend weekly team meetings to maintain levels of communication across the team
- ❖ Able to work on own initiative within a team environment.
- ❖ A positive working relationship with the client is evident
- ❖ Undertake any other reasonable task as directed by the Management
- ❖ Financial accountability – achieving monthly targets and departmental figures reporting, including P&Ls. Monthly recording of income from bar and restaurant and restaurant covers in the Activity Drivers spreadsheet.
- ❖ Setting up weekly and monthly targets for the team.
- ❖ Responsibility for effective beer lines cleaning and other cleaning tasks as scheduled in the cleaning rotas.
- ❖ Look after hotel in the absence of the hotel manager, taking full responsibility and ownership to ensure all departments run smooth and safely

Jones lang lasalle JLL MNC @ Google India Pvt Ltd.

Sr Food and Beverage Executive January 2015 - 2017 - September (2years 8 months) Hyderabad, Telangana

- ❖ Research new wholesale food suppliers and negotiate prices
- ❖ Calculate future needs in kitchenware and equipment and place orders, as needed
- ❖ Manage and store vendors' contracts and invoices
- ❖ Coordinate communication between front of the house and back of the house staff
- ❖ Prepare shift schedules, Process payroll for all restaurant staff
- ❖ Supervise kitchen and wait staff and provide assistance, as needed
- ❖ Keep detailed records of daily, weekly and monthly costs and revenues
- ❖ Arrange for new employees' proper onboarding (scheduling trainings and ordering uniforms)
- ❖ Monitor compliance with safety and hygiene regulations
- ❖ Gather guests' feedback and recommend improvements to our menus
- ❖

Wipro Technologies (FMG).

Food and Beverage Executive

January 2013- 2014 October (1years 9 months) Hyderabad, Telangana.

- ❖ Ensure customer service is maintained at a high level
- ❖ Ensure health, safety regulations are followed
- ❖ Take customer bookings and help serve food and drinks
- ❖ Ensure food is prepared and cooked to set company specifications
- ❖ Organize supply purchases, and keep stock records
- ❖ Plan budgets and rosters
- ❖ Plan menus with cooks or chefs
- ❖ Marketing and promotion
- ❖ Organize food and beverage events, promotions and advertising.
- ❖ People management skills
- ❖ Business management knowledge, including budgeting, accounting, sales and marketing skills
- ❖ Knowledge of health, safety and food hygiene regulations and procedures
- ❖ Good understanding of current licensing and employment laws
- ❖ knowledge of food and drink preparation and presentation

Best Western Jubilee Ridge Hotel

Restaurant Manager, January 2011 - December 2012 (1 year 11 months)
Hyderabad, Telangana.

- ❖ Hire, 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
- ❖ Address customer needs, comments, and complaints
- ❖ Adhere to and enforce employee compliance with health, safety, and sanitation standards
- ❖ Process payroll and maintain all relevant records
- ❖ Ensure all employees are working within outlined operating standards
- ❖ Report on financial performance, inventory, and personnel

Ecstasy - Mickael Besse (UB City bangalore)

- ❖ Mo

Quality inn D V Manor Hotel Vijayawada.

Captain June 2006 - 2008 February (1 year 08 Months)

- ❖ Always greet and welcome guests promptly in a warm and friendly manner.
- ❖ Always thank a guest and give fond farewell to guests conveying anticipation for their next visit.
- ❖ Assist guests with table reservation. Assist guests while seating.
- ❖ Ensure guests are serviced within specified time. Has a good knowledge of menu and presentation standards.
- ❖ Speak with guests and staff using clear and professional language, and answer phone calls using appropriate telephone etiquette.
- ❖ Able to answer any questions regarding menu and assist with menu selections.
- ❖ Able to anticipate any unexpected guest need and react promptly and tactfully.
- ❖ Always applies service techniques correctly at all times, and serves Food & Beverage items with enthusiasm.
- ❖ Serve food courses and beverages to guests. Set tables according to type of event and service standards.
- ❖ Record transaction / orders in Point of Sales systems at the time of order.

- ❖ Communicate with the kitchen regarding any menu questions, the length of wait and product availability.
- ❖ Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- ❖ Check with guests to ensure satisfaction with each food course and beverages.
- ❖ Responsible for clearing, collecting and returning food and beverage items to the proper area.
- ❖ Maintain cleanliness of work areas, china, glass, etc. throughout the shift.
- ❖ Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly.
- ❖ Present accurate final bill to the guest and process payment.
- ❖ Perform shift closing on the Point of sales terminal and tally cash and credit card settlements.
- ❖ Ensures that the restaurant is always kept clean and organized, both at the front as well as the back of house areas.
- ❖ Ensures that hotel brand standards and SOP's are consistently implemented.
- ❖ Work with fellow staff and manager to ensure that the restaurant achieves its full potential.
- ❖ Completes the daily responsibilities that are set for each individual shift.
- ❖ Complete closing duties, including restocking items, turning off lights, etc.
- ❖ Conducts monthly inventory checks on all operating equipment and supplies.
- ❖ Take an active role in coaching and developing junior staff.
- ❖ Any other duties related to food and beverage service assigned by the manager.

Cross training exposure to The ITC Fortune Kences Hotel (2004 - 2006)Tirupati AP.

Undertook my industrial training at Food and beverage outlets for a total period.

**Diploma in Hotel management · (2003 - 2006) SVIHM
Tirupati A.P.**

Personnel details

Name : Dilli Siva Krishna

Father's name : D Varada Rajulu

Marital Status : Married

D.O.B : July 01st 1984

Permanent Address : Plot no 163, Road no 9 Lalitha nagar

Colony,

Nagole, Hyderabad - Pin 500068

Languages known : English, Hindi, Telugu, Tamil, Kannada

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