

VIKRANT SHARMA

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Hospitality individual enjoying +10 years' experience in hotels, Food and Beverage concept development. Positive and hardworking, who always strives to achieve the highest standards possible, at any given task. Naturally possessed with excellent inter-personal, professional and communication skills with the ability and experience to relate and deal with diverse needs of people. I enjoy learning new things, I can work very well under pressure, within a team and as an individual taking initiatives with relevant experience to handle various customer needs and adapt according to the requirements of an organisation. Very flexible and known for giving my best to every task I am assigned to, adding my own touch whenever required.

Key Achievements

- Highest F&B quality and cleanliness compliance ratings with Hilton QA (DoubleTree by Hilton), ranked number one in London, third in the U.K. and 22nd in EMEA
- Marriott Spirit to Care Award of the Year 2016 and Hilton Care Award Nominee for year 2014
- Ranked number 5 out of 80 Autograph Collection, Marriott properties in EMEA for Food & Beverage Quality and Service for year 2022

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Hospitality Consultant / Director of F&B | Freelance

06/2023 – Present

Current Project: Grand Hotel Bucharest - Director of Food & Beverage

- Iconic 5* hotel in the heart of Bucharest since 1971, Rebranded from an IHG Intercontinental to independent hotel in 2022.
- Development of departmental SOPs, outlet concepts, food, and drink menus.
- Training and developing a young food and beverage team.
- Led team of 30 full time, casuals, 4 supervisors and 3 outlet managers.
- Managed 4 outlets and worked on 2 additional concepts for new outlets; 18 meeting rooms.
- Improved food cost by 12% and drinks costs by 7% by having correct measures.
- Raised satisfaction and F&B Service scores from YTD 61% to 80% within six months.
- Maintained Beverage cost at 20% and Food cost at 31%
- Launching an outdoor terrace with minimal investment of 14kEur and having the ROI achieved within two weeks of opening and achieving overall budgeted target in four months of opening.
- Creating a fresh concept for Sky lounge; an outlet on the 21st floor with views of the city. Relaunching as a destination cocktail and wine bar with a fusion dining menu early September 2024.

Projects previously worked on: Boutique Suites - a smart and stylish hotel with 20 apartments | Jeonjuu Korean BBQ Restaurant | Kube Club

- Creating F&B concepts
- Compliance of the hospitality standards.
- Development of SOPs, food, and drink menus.
- Training and development of teams.

Director of Food & Beverage | The Marmorosch, Autograph Collection by Marriott

04/2021 – 06/2023

Drove F&B for the most famous opening ever in Bucharest, Full departmental P&L accountability with an annual F&B turnover of £3.5m.

- Compliance of the brand standards.
- Development of departmental SOPs, outlet concepts, food, and drink menus.
- Training and developing the food and beverage team.
- Led team of 35 full time, casuals, 5 supervisors and 3 outlet managers; drove strong strategic innovative leadership.
- Managed 5 outlets; a fine dining, destination bar, all day bar & lounge, coffee shop and an outdoor terrace, 4 meeting rooms.
- Improved food cost by 9% and drinks costs by 10% by having correct measures.
- Raised satisfaction and F&B Service scores from 63% to 71% within four months.
- Maintained Beverage cost at 21.5% and Food cost at 36%.

Assistant Director of Food & Beverage | Hilton

03/2019 – 03/2021

Assisted Hilton Bucharest Airport with the Pre-Opening.

- Compliance of the Hilton brand standards.
- Development of departmental SOPs, food and drink menus.
- Training and developing the food and beverage team.

Food & Beverage Manager | DoubleTree by Hilton

01/2018 - 12/2019

Drove key F&B performance indicators for the hotel brand assisting operations manager with full departmental P&L accountability with an annual F&B turnover of £1m, working on the brand concept and menu developments.

- Led team of 15 and 4 supervisors; drove strong strategic innovative leadership.
- Improved food and drinks costs by 2.5% having engineered restaurant and bar food and drinks offers and negotiated improved supplier pricing.
- Increased guest loyalty and raised satisfaction to 75%+ making us the best in London.
- Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and return of any sub-standard items.

Bars Manager | DoubleTree by Hilton

01/2017 - 01/2018

Duty Manager | Marriott International

09/2016 - 01/2017

Various Roles | DoubleTree by Hilton London Marble Arch

06/2007 - 09/2016

ACADEMIC BACKGROUND

Masters in Business Administration (MBA) | Ulster University,

London 2020 - 2021

BA (Hons) Business Management | University of Westminster,

London 2012 - 2015