



## WORK EXPERIENCE {17 Yrs.}

### **Seven Seas Hotel New Delhi**

Director of Food and Beverage  
(APR 2025- Present)

**F&B-135 Cr. | Team Size -260**

### **The Roseate New Delhi**

Director of Food and Beverage  
(Mar 2023- Feb -2025)

**(An uber-luxury city resort)**

**F&B- 40 Cr. | Team Size-150**

### **The Delhi Golf Club**

Sr. Manager Operations

Hospitality

(Aug 2020- Mar 2023)

**F&B- 110 Cr. | Team Size-130**

### **Marriot Jodhpur (RJ)**

Food and Beverage Manager

**Head of Department**

(Nov 2018 – May 2020)

### **The Westin Gurgaon**

Banquet Operations Manager  
(Apr 2017 – Nov 2018)

Manager-Multi Outlets

(Apr 2016 – March 2017)

Asst. Bar Manager

**(In-Charge Outlet)**

(Oct 2014 – Mar 2016)

F&B Executive -All day

dining (Aug 2012 – Sep

2014)

### **The Imperial New Delhi**

Catering Executive –Spice

Route

(Jul 2011 – Aug 2012)

### **ITC, The Maurya New Delhi**

Head Butler-ITC One

(Jul 2010 – Dec 2010)

### **Taj Nadesar Palace**

**Varanasi (Pre-Opening)**

Butler-Palace Service

(Oct 2008 – May 2010)

## Pran Kumar

Director of Food and Beverage

Gold Medalist in Hotel Mgmt.

B.A. in English.

Date of Birth: 01 03 1987



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New Delhi



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## SKILLS

Revenue & Profit Maximization.

High-Impact Guest Experience & Personalization.

Global Culinary & Beverage Trends Mastery.

Crisis Management & Resilience.

Tech-Driven Operations & Automation.

Advanced Leaders & Talent Management.

Strategic Brand Partnerships & Marketing.

Multi-Outlet & Large-Scale Banquet Operations.

ESG & Sustainability Leadership.

## HONOR & AWARDS

Among designated butlers for the **First Lady and the President of USA** during their visit to India in 2010 at ITC Maurya, New Delhi.

Shortlisted in the top 5 for the **F&B Manager of the Year** at the Hotelier India Awards 2019.

Served in person at a high-profile luncheon for the **First Lady and the President of India** in 2019.

Assisted the **Prime Minister of India** at the Delhi Golf Club, alongside several cabinet ministers for a high-profile dinner event.

## CERTIFICATES

Certified Trainer (T&T) from Marriott Hotels and Resorts

Certified Wine Sommelier from Imperial New Delhi

Certified Great Food Safety Manager Marriott Hotels and Resorts

Certified Butler from Taj Hotels and Resorts.

Certified Barista from Starwood Hotels and Resorts.

## PERSONAL PROFILE

Father's Name- Sh. Akhilesh Kumar Singh

Gender - Male

Height: 180 CM

Weight: 80 Kgs

Nationality- Indian

# DIRECTOR OF FOOD AND BEVERAGE

## Key Responsibilities & Achievements:

### **Leadership & Team Development:**

Led and mentored a high-performing food and beverage leadership team, ensuring the alignment of goals with overall brand strategy. Fostered mutual trust, respect, and collaboration, and provided ongoing coaching to enhance team performance. Developed talent and identified growth opportunities, enhancing team capabilities and career progression.

### **Financial Oversight & Budget Management:**

Developed, managed, and monitored the food and beverage department's budget, consistently achieving or exceeding revenue and profit goals. Conducted in-depth analysis of financial performance through reports, identifying areas of improvement and implementing strategies to optimize cost management, including labor and food & beverage costs.

### **Operational Excellence:**

Ensured exceptional guest service standards by establishing and implementing effective service strategies and performance expectations. Regularly reviewed guest satisfaction feedback and made proactive improvements to enhance the customer experience. Led the execution of food and beverage operating strategies aligned with business goals.

### **Strategic Planning & Business Development:**

Spearheaded initiatives to increase profitability by exploring new business opportunities and optimizing existing processes. Evaluated market trends, introduced innovative food and beverage products, and drove necessary changes to stay competitive within the industry.

### **Guest Experience Management:**

Delivered above-and-beyond service to guests by actively engaging with hotel guests, addressing needs, and fostering positive guest relationships. Led efforts to resolve guest complaints, implement corrective actions, and improve service based on customer feedback.

### **Human Resource Management:**

Directed the recruitment, development, and performance management of food and beverage leadership and staff. Set clear performance expectations, ensured equitable treatment of employees, and supported their professional growth through coaching and training.

### **Material & Resource Management:**

Oversaw the efficient use of materials, equipment, and facilities to support daily operations. Managed the ordering, purchasing, and inventory control of food, beverage, and operational supplies, ensuring cost-effective procurement.

### **Innovation & Continuous Improvement:**

Led initiatives to challenge existing processes and identified opportunities for innovation within the department. Ensured the team stayed updated on market trends, incorporating customer preferences and new product offerings to enhance the overall guest experience.

### **Cross-Departmental Communication & Collaboration:**

Maintained regular communication with senior leadership and other departments, sharing updates on department performance, challenges, and opportunities. Ensured cross-departmental collaboration to optimize overall hotel operations and customer satisfaction.

### **Compliance & Standards Adherence:**

Enforced food safety, hygiene standards, and cash control policies. Ensured that the food and beverage team adhered to brand standards, operational guidelines, and regulatory requirements.

### **Personal Interests:**

Culinary & Bar trends and Innovations | Luxury Hospitality and Fine Dining | Training and Development | Golf Networking.

Signature  
Pran Kumar