

AISHWAR BHATIA

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Hospitality Leader | Pre-Opening Specialist | Strategic Food & Beverage Innovator

👤 Profile Summary

Dynamic and visionary **Food & Beverage professional with leadership experience across luxury hotels, fine dining, resorts, and multi-outlet environments across India, UAE, and the Maldives.** Proven expertise in pre-opening strategies, concept development, operational excellence, and guest experience enhancement. Recognized for driving profitability through cost control, revenue optimization, and guest engagement. Adept at building high-performing teams, leading cross-functional operations, and curating memorable dining experiences aligned with brand identity. Passionate about heritage hospitality, innovation, and seamless service delivery in dynamic environments.

📌 Core Competencies

Pre-Opening Operations | F&B Concept Development | Team Leadership & Training | Budgeting & P&L Management | Guest Experience Strategy | Vendor Management | SOP Implementation | Menu Engineering | Cost Control & Inventory | Event & Banquet Management | Licensing & Compliance | CRM & Loyalty Program Handling

💼 Professional Experience

F&B Manager

Ranbaas The Palace (Park Hotels), Patiala | Oct 2024 – Present

- Spearheaded F&B concept development aligned with the palace's heritage, integrating cultural themes across dining experiences.
- Collaborated with architects and designers for layout planning, kitchen workflows, and efficient spatial design.
- Led recruitment and training of a heritage-oriented service team, instilling storytelling and brand values.
- Created vendor networks focused on local sourcing and sustainability; implemented robust inventory control systems.
- Managed pre-opening licensing, compliance protocols, and coordinated HACCP & hygiene audits.
- Drove marketing alignment for luxury positioning through PR events, campaigns, and curated tastings.
- Oversaw grand opening and post-launch optimization with real-time service enhancements.

Outlet Manager (All Day Dining, IVD & Private Events)

Varu by Atmosphere, Maldives | May 2024 – Oct 2024

- Developed and conducted regular training sessions to enhance team productivity and guest engagement.
- Improved operational performance by implementing brand standards and rigorous service audits.
- Appraised staff performance and drove upskilling initiatives for restaurant supervisors.
- Designed special guest experiences including themed dining and cultural entertainment.
- Analyzed P&L reports to identify areas for cost reduction and efficiency gain.
- Acted as liaison with cross-departments for seamless event execution and service delivery.

F&B Manager

Tide Café & Bistro (Genesis Pvt Ltd), Maldives | Nov 2023 – Apr 2024

- Controlled department budgets, aligning CAPEX & OPEX with quarterly financial goals and achieved a 10% hike in revenue.
- Led opening of new outlet and handled ODC events including state-level functions for Marine Hubs & the President's Office.
- Supervised a 30+ member team, optimizing scheduling, training, and operational execution for premium dining service.
- Introduced promotional initiatives and collaborated with chefs for bespoke culinary presentations.
- Reduced staff costs while maintaining high service quality through resource realignment.
- Partnered with marketing to elevate brand presence through social media and local partnerships.

Food & Beverage Manager

Trance Hotels & Resorts, India | Mar 2023 – Oct 2023

- Oversaw operations across F&B outlets, ensuring a consistent and memorable guest experience.
- Conducted guest feedback analysis for service improvement and experience personalization.
- Implemented performance tracking metrics and guided team development sessions.
- Led procurement and inventory control, ensuring quality consistency and cost-efficiency.
- Collaborated with chefs for concept evolution and menu innovation.
- Integrated POS and database systems for smoother operations and reporting accuracy.

Restaurant Manager (Pre-Opening)

JW Marriott, Goa, India | Jan 2023 – Mar 2023

- Supported end-to-end restaurant setup including staff hiring, service design, and vendor onboarding.
- Maintained luxury service standards and ensured strict compliance with brand protocols.
- Conducted daily briefings and SOP-based service checks.
- Provided team coaching to align with pre-opening goals and customer service benchmarks.
- Analyzed costs and implemented strategies to increase departmental revenue.
- Coordinated with operations and culinary departments for quality consistency.

Senior Assistant Manager (Pre-Opening)

Two Neighbors Fine Dining, Absolute Concepts, Dubai | Oct 2021 – Nov 2022

- Led the launch and daily operations of fine dining outlets, achieving revenue milestones in first quarter.
- Designed monthly training calendars for service excellence and team empowerment.
- Maintained high service standards and drove loyalty through personalized guest interactions.
- Handled menu engineering and assisted executive management in pricing and cost planning.
- Oversaw daily shift duties, including staff rostering, briefing, and operational readiness.
- Developed F&B promotions that attracted new clientele and enhanced visibility.

Assistant Multi Outlet Manager

Della Resorts & Adventure, Lonavala, India | Jan 2021 – Oct 2021

- Evaluated team performance and established strategic training interventions for performance uplift.
- Enhanced customer satisfaction scores through guest-centric service models.
- Oversaw recruitment, induction, and evaluation processes for F&B personnel.
- Managed multi-outlet staffing, budgeting, and resource allocation.
- Generated regular performance reports and drove initiative-based improvements.
- Resolved guest concerns proactively with a solutions-oriented approach.

F&B Operations Supervisor
Jumeirah Hotel, Abu Dhabi | Feb 2020 – Dec 2020

- Managed a 286-seat restaurant serving 700+ daily guests, ensuring exceptional service.
- Spearheaded process enhancements that improved efficiency and reduced turnaround times.
- Guided team through high-pressure service periods while maintaining brand standards.
- Resolved escalated complaints diplomatically and fostered loyalty.
- Collaborated on staff shift planning and operational oversight.
- Implemented health and safety practices per UAE regulations.

F&B Multi Outlet Supervisor
ADNH, Fujairah, UAE | Aug 2018 – Jan 2020

- Supervised three outlets: All Day Dining, In-Room Dining, and Executive Lounge.
- Conducted daily team briefings and coordinated inter-outlet activities.
- Trained new hires and conducted on-job coaching for service consistency.
- Managed duty rosters, breakage logs, and inventory control.
- Provided performance feedback and maintained guest service excellence.
- Oversaw shift operations and addressed guest needs promptly.

Head Waiter & Butler (Pre-Opening)
Taj, Bangalore, India | Jul 2016 – Jul 2018

- Served in fine dining, Asian cuisine, and all-day dining outlets.
- Proactively promoted offerings, consistently surpassing sales goals.
- Handled guest preferences and personalized services.
- Ensured completion of all closing duties, restocking, and cash handling.
- Supported pre-opening functions including SOP setup and layout alignment.
- Provided VIP services as Butler for premium clientele.

 **Education**

Bachelor in Hotel Management

IHM Kufri, Shimla | May 2013 – May 2016

- ✓ WES Accredited Degree
- ✓ Professional Training: Grand Hotel, New Delhi

 **Certifications**

- Person In Charge Award – Apex Food Consultants, UAE (2022)
- Train the Trainer – Maldives
- Nsure Level 3 Certification – Maldives
- Alcoholic Beverages Course – Abu Dhabi (2020)

 **Languages Known**

- ❖ English
- ❖ Hindi