

AKHILESH GAJULA

DIRECTOR – FOOD & BEVERAGE

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EDUCATION

Bachelors in hotel management Acharya Nagarjuna University, Pinnacle institute of hotel management, Hyderabad.
May 2012

- Intermediate public examination 2008
- Secondary schooling 2006

EXPERTISE

- HOSPITALITY MANAGEMENT
- SALES AND MARKETING
- OPERATIONS MANAGEMENT:
- LEADERSHIP
- CUSTOMER SERVICE
- QUALITY ASSURANCE AND COMPLIANCE
- PROBLEM-SOLVING AND DECISION-MAKING
- TECHNOLOGY PROFICIENCY
- CRISIS MANAGEMENT
- FINANCIAL MANAGEMENT

INTERESTS

- ADVENTURE
- FITNESS & NUTRITION
- WEALTH MANAGEMENT
- READING
- COSMIC SCIENCE
- HISTORY
- GAMING

CAREER PROFILE

- Dynamic and seasoned Director of Food and Beverage with a proven track record of driving operational excellence and delivering exceptional guest experiences. With over decade of comprehensive experience in the hospitality industry, demonstrated expertise in leading high-performing teams to deliver exceptional culinary experiences and unparalleled guest satisfaction. Proven track record of driving revenue growth through strategic menu development, cost control initiatives, and innovative marketing strategies.

EXPERIENCE

DIRECTOR - FOOD & BEVERAGE

Feb 24 - Present

Officiating Hotel General Manager Park inn by Radisson | Gwalior, India

- Radisson Hotels is a global hospitality brand known for its upscale and full-service hotel properties. In India, Hotels cater to various segments of the market, offering luxurious accommodations, extensive amenities, and exceptional service to guests.

PROJECTS

- Oversee the smooth operation of all hotel departments, including Front Office, Business Centre, Recreation/Health Club, Housekeeping, Food and Beverage/Culinary, and Engineering/Maintenance, while managing staff effectively.
- Demonstrate expertise in leading the hotel's profitable operations.
- Continuously work to enhance both guest and employee satisfaction and optimize the financial performance of each department.
- Ensure adherence to established standards and procedures, while guiding teams to meet or exceed property goals.
- Provide exceptional customer service by being approachable and available to all guests.
- Support the preparation for annual Quality audits.
- Interpret financial statements, sales reports, and other performance metrics to drive decision-making.
- Implement and maintain a robust key control program.
- Address employee concerns proactively.
- Ensure the team is well-equipped to meet expectations, leading with self-confidence, enthusiasm, and energy.
- Comply with liquor, gaming, and other relevant laws and regulations.
- Evaluate and enhance customer satisfaction levels.
- Supervise accounting and procurement functions.
- Ensure adherence to occupational health and safety regulations.
- Provide guests with local tourism information and assist with arranging tours and transportation. Help employees understand and exceed the evolving needs and expectations of guests.
- Collaborate with the Revenue Management team to create effective pricing strategies, balance seasonal demand, and align with the hotel's market positioning

HOD Food & Beverage Manager

Hotel Marine Plaza | Mumbai, India (28th Oct 2022 till 15th Feb 2024)

Job responsibilities

- As the strategic leader for the food and beverage/culinary operations of the property, including Restaurants/Bars, Room Service, and Banquets/Catering, the role involves Leading the property's food and beverage/culinary operations with a focus on profitability across various outlets such as Fine Dining, All-Day Dining, Cosmopolitan Bar, Nightclub, Room Service, and Banquets/Catering.
- Developing and implementing departmental strategies while aligning with the brand's service strategy and initiatives.
- Ensuring the food and beverage operations cater to the brand's target customer needs, enhance employee satisfaction, and drive revenue growth to optimize financial performance.
- Creating and executing property-wide strategies that deliver high-quality products and services, meeting or surpassing the expectations of the brand's target audience and property employees, thereby providing a positive return on investment.
- Leading guest hospitality efforts by exemplifying outstanding customer service and fostering a welcoming atmosphere.
- Focusing on productivity and value addition to the organization.
- Demonstrating a results-oriented approach with a strong work ethic and a knack for problem-solving
- Redesigning processes and thinking strategically to address inefficiencies and enhance overall performance.

Additional Job responsibilities include:

- Managing and supervising reservation systems, reception, room service, and housekeeping activities.
- Overseeing security measures and maintenance of gardens and property.
- Planning and supervising bar, restaurant, function, and conference activities.
- Adhering to liquor, gaming, and other relevant laws and regulations.
- Evaluating and improving customer satisfaction levels.
- Overseeing accounting and procurement functions.
- Ensuring compliance with occupational health and safety standards.
- Providing guests with local tourism information and arranging tours and transportation as needed.

HOD Food & Beverage Manager

Courtyard by Marriott | Mahabaleshwar, India (04th Jan 2022 till 31st May 2022)

Job Responsibilities:

- Develops and implements a strategic plan for the food and beverage/culinary operations, including all-day dining restaurants, bars, room service, and banquets/catering, ensuring alignment with the brand's overall business strategy.
- Collaborates with team members to evaluate current business performance and explore opportunities in the surrounding area, addressing potential challenges and conflicts.
- Analyses financial reports and statements to assess the performance of the food and beverage departments against budgeted targets.
- Establishes and enforces cash and liquor control policies within food and beverage areas, ensuring adherence by all relevant employees.
- Committed to creating an exceptional atmosphere in all food and beverage areas that surpasses guest expectations.
- Successfully introduced the Quarter Deck theme bar and Cloud Café coffee shop, while modernizing other food and beverage venues.
- Continuously seeks ways to enhance service quality.

- Ensures fair and consistent application of property policies, completes disciplinary procedures and documentation in line with Standard and Local Operating Procedures (SOPs and LSOPs), and supports the Peer Review Process.
- Implements and communicates departmental and property emergency procedures effectively.
- Recruits food and beverage leaders with strong functional skills, creativity, and entrepreneurial spirit to fulfil the operational needs of the business.
- Encourages regular and effective communication within all areas of food and beverage, including pre-meal briefings, staff meetings, and culinary team discussions.

Senior Data Analyst

Phoenix American Sales focus solutions | Hyderabad, India | (10th Feb 2020 till 31st Dec 2021)

- Ensure all operations are carried on in an appropriate way
- Identifying employee needs and responding proactively for concerns.
- Drives effective departmental communication and information systems through logs, department meetings and property meetings.

HOD Food & Beverage Manager

Fairfield by Marriott | Lucknow, India | (31st Jan 2020 till 09th Feb 2020)

- Astute in Managing F&B Operations of Restaurants Kava, Alfresco, Kava Bar, Banquets, Outdoor Catering and In Room dining.
- Successfully done Planning & execution for 8000 pax lunch for defense expo 2020
- Hosted Prime Minister of India **Shree Narendra Modi**.

HOD Assistant Manager - Food & Beverage

Fairfield by Marriott | Goa, India | (17th Apr 2019 till 15th Jan 2020)

Job Responsibilities:

- Develops and implements a strategic plan for the food and beverage/culinary operations, including all-day dining restaurants, bars, room service, and banquets/catering, ensuring alignment with the brand's overall business strategy.
- Effectively manages hotel controllable expenses to meet or surpass budget goals and oversees procurement activities.
- Acts as a role model and primary contact for ensuring fair treatment and adherence to the Open Door Policy.
- Supports management in hiring, training, scheduling, evaluating, counselling, disciplining, motivating, and coaching staff.
- Fosters positive working relationships, aids the team in achieving common objectives, and addresses employee concerns with empathy and responsiveness.
- Collaborates with team members to evaluate current business performance and explore opportunities in the surrounding area, addressing potential challenges and conflicts.
- Analyses financial reports and statements to assess the performance of the food and beverage departments against budgeted targets.
- Ensures team collaboration to provide excellent service and meet guest needs.
- Oversees storage areas to ensure proper organization, adherence to FIFO (First in, First Out) practices, and cleanliness. Conducts regular inventories and requisitions necessary supplies.

- Monitors dining areas to manage seating availability, service quality, safety, and guest well-being. Completes work orders for maintenance repairs.
- Develops and introduces new menus and plans promotional activities on a quarterly basis.
- Creates and manages comprehensive plans for financial performance, employee engagement, and guest satisfaction within the Food and Beverage departments.

HOD Restaurant Manager

Fairfield by Marriott Kathmandu, Nepal | (10th April 2017 till 12th April 2019)

Job Responsibilities:

- Manages designated food and beverage/culinary operations, focusing on enhancing guest and employee satisfaction while achieving or surpassing financial targets.
- Delivers exceptional customer service to all guests.
- Cultivates strong relationships with guests to foster repeat clientele both internally and externally.
- Fosters a workplace culture that promotes motivation, empowerment, teamwork, continuous improvement, and a passion for service excellence.
- Takes responsibility for addressing guest complaints or issues until they are fully resolved or appropriately escalated.
- Proactively addresses and resolves employee concerns.
- Exhibits self-confidence, energy, and enthusiasm in all responsibilities.
- Successfully organized multiple food festivals, including Chinese, Hyderabad, Thai, and South Indian, achieving significant reach, success, and revenue.
- Develops and oversees comprehensive plans for financial performance, employee engagement, and guest satisfaction in the Food and Beverage departments.
- Manages beverage control by monitoring days on hand, perpetual inventory, bar pars, portion control, cost management, beverage potential, and sales mix analysis, including handling issues and returns.

Asst Restaurant Manager

Courtyard by Marriott | Pune, India

- Assists in the daily supervision of bar operations and assists with menu planning, maintains sanitation standards and assists servers and hosts on the floor during peak meal periods.
- Strives to continually improve guest and employee satisfaction. Determines training needed to accomplish goals, then implements plan.

Food & Beverage Executive

Westin hotels & resorts | Pune, India (09th Mar 2015 till Jan 03rd 2016)

- Ensure staff is working together as a team to ensure optimum service and that guest needs are met.
- Complete opening and closing duties including setting up necessary supplies and tools, cleaning all equipment and areas, locking doors, etc.

Food & Beverage Associate

Marriott hotels & resorts | Hyderabad, India (17th Jan 2011 till 26th Feb 2012)

- Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures.
- Complete closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas, returning equipment to proper locations, locking refrigerators, restocking items, turning off lights, locking doors, and completing daily cleaning checklist.