

Professional Summary

Results-driven Food & Beverage professional with over 15 years of experience in India's hospitality industry, leading teams to deliver exceptional guest experiences in renowned establishments. Proven track record of driving revenue growth, enhancing operational efficiency, and fostering a culture of excellence.

Professional Experience

Director of Food & Beverage Operations

Inazuma.co | January 2020 - Present

Assistant Director of Food & Beverage

The ITC Hotels Group | June 2018 - December 2019

Key Achievements:

- Increased F&B; revenue by 25% through targeted promotions and menu engineering.
- Improved guest satisfaction ratings by 15% via enhanced service standards and staff training.

Responsibilities:

- Managed daily F&B; operations across multiple outlets.
- Developed and implemented operational strategies to boost efficiency and reduce costs.

Food & Beverage Manager

The Leela Palace Bangalore | March 2015 - May 2018

Key Achievements:

- Successfully launched a new restaurant concept, resulting in a 30% increase in sales within the first quarter.
- Reduced food costs by 10% through effective inventory management and supplier negotiations.

Responsibilities:

- Oversaw the management of all F&B; outlets, including restaurants, bars, and room service.
- Coordinated with the culinary team to develop new menus and enhance dining experiences.

Assistant Food & Beverage Manager

The Park Hotels | September 2012 - February 2015

Key Achievements:

- Improved staff retention by 20% through the implementation of a comprehensive training program.
- Enhanced customer satisfaction by introducing a personalized service initiative.

Responsibilities:

- Assisted in the day-to-day management of F&B; operations.
- Played a key role in organizing and executing large-scale events and weddings.

Food & Beverage Supervisor

Taj Group of Hotels | June 2008 - August 2012

Key Achievements:

- Consistently received positive feedback for providing exceptional guest service.
- Contributed to the development of a new service standard manual for F&B; staff.

Responsibilities:

- Supervised the service team to ensure high-quality service delivery.
- Assisted in inventory management and cost control measures.

Education

Bachelor of Hospitality Management

Welcomgroup Graduate School of Hotel Administration, Manipal

Technical Skills

Operational Management:

- F&B; Service Management
- Inventory Control
- Cost Control and Budgeting

Leadership and Development:

- Team Management
- Staff Training and Development
- Performance Management

Technology and Systems:

- Property Management Systems (PMS)

- Point of Sale (POS) Systems
- Microsoft Office Suite