

Professional Summary

Results-driven hospitality expert with 15+ years of experience in luxury management, catering, and food & beverage operations. Proven track record of driving customer satisfaction, leading high-performing teams, and delivering exceptional guest experiences. Skilled in hospitality management, event planning, and inventory management, with a strong educational foundation in Hospitality Administration/Management.

Professional Experience

Director of Food & Beverage Operations

Inazuma.co | January 2020 - Present

Assistant Director of Food & Beverage

The Grand Hyatt, New Delhi | June 2018 - December 2019

Key Achievements:

- Increased F&B; revenue by 25% through innovative menu engineering and targeted marketing initiatives
- Improved customer satisfaction ratings by 15% through enhanced service standards and staff training

Responsibilities:

- Managed a team of 50 F&B; staff across multiple outlets
- Coordinated large-scale events and banquets for up to 500 guests

Food & Beverage Manager

The Oberoi, Mumbai | January 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:

- Supervised a team of 20 F&B; staff, providing coaching and development opportunities
- Collaborated with the culinary team to develop new menus and promotions

Assistant Food & Beverage Manager

The Leela Palace, Bengaluru | August 2012 - December 2014

Key Achievements:

- Improved customer satisfaction ratings by 20% through enhanced service standards and staff training
- Assisted in the pre-opening of a new F&B; outlet, ensuring seamless launch and operations

Responsibilities:

- Assisted in managing a team of 15 F&B; staff
- Coordinated events and banquets for up to 200 guests

Food & Beverage Coordinator

The Taj Mahal Palace, Mumbai | June 2010 - July 2012

Key Achievements:

- Provided exceptional support to the F&B; team, ensuring smooth operations during peak periods
- Assisted in the planning and execution of large-scale events and weddings

Responsibilities:

- Coordinated with various departments to ensure seamless event execution
- Provided excellent customer service to guests and clients

Education

Bachelor's in Hospitality Administration/Management

Institute of Hotel Management, Catering & Nutrition (IHM), Pusa, New Delhi | June 2010

Technical Skills

Hospitality Management:

- Luxury Management
- Hotel Management
- Hospitality Industry
- Hospitality Management

Event Planning:

- Event Management
- Event Planning
- Banquets

- Weddings

Food & Beverage:

- Food & Beverage
- Menu Development
- Inventory Management
- Catering

Software Proficiency:

- Microsoft Office
- PowerPoint
- Microsoft Excel
- Microsoft Word
- Micros

Soft Skills:

- Customer Service
- Teamwork
- Team Management
- Training
- Team Building
- Public Speaking
- Guest Service Management