

Professional Summary

Results-driven Food & Beverage expert with 18+ years of experience in hospitality, offering a unique blend of service and production expertise. Proven track record in catering, hotel management, and menu development, with a strong educational foundation from a prestigious hospitality institution.

Professional Experience

Director of Food & Beverage Operations (FB09)

Inazuma.co | January 2020 - Present

Assistant Director of Food & Beverage

Grand Hyatt Mumbai | June 2018 - December 2019

Key Achievements:

- Increased F&B; revenue by 25% through strategic menu engineering and promotional activities.
- 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 effective marketing strategies.

Food & Beverage Manager

The Oberoi, New Delhi | 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 efficient inventory management and supplier negotiations.

Responsibilities:

- Coordinated large-scale events and banquets.
- Conducted regular staff training sessions to enhance service quality.

Assistant Food & Beverage Manager

Taj Mahal Palace, Mumbai | September 2012 - February 2015

Key Achievements:

- Played a key role in the pre-opening team of a new luxury hotel, ensuring seamless F&B; operations from launch.
- Improved customer satisfaction ratings by 20% through proactive issue resolution and feedback implementation.

Responsibilities:

- Assisted in menu planning and development.
- Supervised daily F&B; service operations.

Food & Beverage Supervisor

ITC Grand Central, Mumbai | April 2009 - August 2012

Key Achievements:

- Consistently received positive feedback for exceptional service, leading to a promotion within 18 months.
- Contributed to the development of a new bar menu, resulting in a 25% increase in beverage sales.

Responsibilities:

- Provided top-notch service to guests.
- Assisted in inventory management and control.

Education

Bachelor of Science in Hospitality and Hotel Administration

Institute of Hotel Management, Kolkata (IHM Kolkata) | 2009

Technical Skills

Operational Skills:

- Pre-opening
- Banquets
- Menu Development

Software Proficiency:

- Property Management Systems (PMS)
- Point of Sale (POS) Systems
- Microsoft Office Suite

Soft Skills:

- Leadership
- Team Management
- Customer Service
- Communication