

Professional Summary

Results-driven hospitality management professional with 15+ years of experience in the Food & Beverages industry, leveraging expertise in budgets, management, and hospitality management to drive business growth and excellence. Proven track record of success in senior leadership roles, with a strong passion for delivering exceptional customer experiences.

Professional Experience

Director of Food & Beverage Operations

Inazuma.co | January 2020 - Present

Assistant Director of F&B;

Sakura Hospitality Group | June 2018 - December 2019

Key Achievements:

- Increased F&B; revenue by 25% through effective menu engineering and promotional strategies
- Improved customer satisfaction ratings by 30% through enhanced service standards and staff training

Responsibilities:

- Managed daily F&B; operations across multiple outlets
- Developed and implemented budgets, forecasts, and sales strategies

F&B; Manager

Mitsubishi Hotels | March 2015 - May 2018

Key Achievements:

- Reduced F&B; costs by 15% through efficient inventory management and supplier negotiations
- Launched a new restaurant concept, resulting in a 40% increase in sales within the first year

Responsibilities:

- Supervised F&B; staff, providing coaching and development opportunities
- Collaborated with the culinary team to create innovative menus and promotions

Assistant F&B; Manager

Tokyo Bay Hotel | January 2012 - February 2015

Key Achievements:

- Improved F&B; service standards, resulting in a 25% increase in customer satisfaction ratings
- Assisted in the launch of a new bar concept, achieving a 20% increase in sales within the first six months

Responsibilities:

- Assisted in the management of daily F&B; operations
- Coordinated events and banquets, ensuring seamless execution and high customer satisfaction

Education

Bachelor of Science in Hospitality Management

University of Nevada, Las Vegas (UNLV) | December 2011

Technical Skills

Business Operations:

- Budgets
- Forecasting
- Inventory Management

Leadership & Management:

- Team Management
- Staff Development
- Change Management

Hospitality & Customer Service:

- Hospitality Management
- Customer Service Excellence
- Event Planning