

Professional Summary

Results-driven and award-winning Food & Beverage professional with over 15 years of experience in hospitality management, wine expertise, and team leadership. Proven track record of driving business growth, enhancing customer satisfaction, and fostering a culture of excellence.

Professional Experience

Director of Food & Beverage Operations (FB09)

Inazuma.co | January 2015 - Present

Assistant Director of F&B; (FB07)

Sakura Hospitality Group | June 2010 - December 2014

Key Achievements:

- Conceptualized and launched a new restaurant, resulting in a 50% increase in sales within the first year.
- Developed and implemented a comprehensive wine training program, enhancing staff knowledge and boosting wine sales by 30%.

Responsibilities:

- Managed daily F&B; operations across multiple outlets.
- Collaborated with the culinary team to design menus and promotions.

Sommelier & F&B; Manager (FB05)

Maison du Vin | March 2007 - May 2010

Key Achievements:

- Represented Hong Kong in the Asia-Oceania Sommelier Competition (2009), placing in the top 5.
- Increased wine sales by 25% through targeted promotions and staff training.

Responsibilities:

- Curated an extensive wine list, ensuring a diverse selection for discerning clients.
- Trained and mentored junior staff in wine knowledge and service standards.

F&B; Supervisor (FB03)

Bistro Bliss | January 2004 - February 2007

Key Achievements:

- Consistently exceeded customer satisfaction targets, contributing to a 4-star rating.
- Assisted in the development of a new cocktail menu, resulting in a 15% increase in beverage sales.

Responsibilities:

- Supervised front-of-house operations, ensuring seamless service delivery.
- Participated in inventory management and cost control initiatives.

Education

Bachelor of Science in Hospitality Management

University of Nevada, Las Vegas (UNLV) | December 2003

Technical Skills

Food & Beverage:

- Menu Development
- Beverage Management
- Service Standards

Wine & Spirits:

- Wine List Curation
- Wine & Food Pairing
- Sommelier Services

Hospitality Management:

- Operational Management
- Team Leadership
- Customer Relations