

Professional Summary

Results-driven hospitality professional with over 16 years of experience in managing Food & Beverage operations across India, Dubai, and Qatar. Proven track record of driving revenue growth, enhancing customer satisfaction, and leading high-performing teams in dynamic environments.

Professional Experience

Director of Food & Beverage Operations (FB09)

Inazuma.co | January 2020 - Present

Assistant Director of Food & Beverage

The Grand Hyatt, Doha | June 2018 - December 2019

Key Achievements:

- Increased F&B; revenue by 12% through targeted promotions and menu optimization
- Improved customer satisfaction ratings by 15% via enhanced service standards

Responsibilities:

- Managed daily F&B; operations across multiple outlets
- Developed and implemented effective yield management strategies

Food & Beverage Manager

The Oberoi, Mumbai | March 2015 - May 2018

Key Achievements:

- Successfully launched a new fine dining restaurant, achieving a 25% increase in sales within the first quarter
- Reduced food costs by 8% through efficient inventory management and supplier negotiations

Responsibilities:

- Coordinated banquets and catering services for high-profile events
- Conducted regular revenue analysis to inform business decisions

Assistant F&B; Manager

The Address, Dubai | September 2012 - February 2015

Key Achievements:

- Enhanced customer service standards, resulting in a 20% increase in positive reviews
- Assisted in the pre-opening phase of a new hotel, ensuring seamless F&B; operations launch

Responsibilities:

- Supervised daily operations of the hotel's main restaurant
- Collaborated with the culinary team to develop new menu concepts

F&B; Supervisor

Taj Mahal Palace, Mumbai | April 2008 - August 2012

Key Achievements:

- Consistently exceeded customer satisfaction targets, earning a 'Supervisor of the Quarter' award
- Implemented a staff training program, improving team efficiency by 15%

Responsibilities:

- Assisted in the management of F&B; outlets during peak periods
- Provided exceptional customer service, ensuring high guest satisfaction

Education

Bachelor of Hospitality Management

Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai | April 2008

Technical Skills

Hospitality Management:

- Hotel Management
- Hospitality Industry
- Hospitality

Operational Excellence:

- Pre-opening
- Yield Management
- Revenue Analysis

Customer Service & Relations:

- Customer Service
- Fine Dining

- Banquets
- Catering

Food & Beverage:

- Food