

Professional Summary

Results-driven hospitality expert with 13+ years of experience in Operations, Guest Servicing, Quality Compliance, People Management, and Training. Proven track record of driving revenue growth, enhancing customer satisfaction, and leading high-performing teams in the Food & Beverage industry.

Professional Experience

Director of Food & Beverage Operations (FB09)

Inazuma.co (formerly associated with Radisson Blu Plaza, Delhi) | 2020 - Present

Assistant Director of Food & Beverage

The Oberoi, New Delhi | 2018 - 2020

Key Achievements:

- Increased F&B; revenue by 25% through strategic menu engineering and promotions
- Improved guest satisfaction ratings by 15% through enhanced service standards

Responsibilities:

- Managed daily F&B; operations across multiple outlets
- Developed and implemented effective cost control measures

Food & Beverage Manager

The Leela Palace, New Delhi | 2015 - 2018

Key Achievements:

- Successfully launched a new fine dining restaurant, resulting in a 30% increase in F&B; revenue
- Reduced food costs by 10% through efficient inventory management

Responsibilities:

- Coordinated banquet operations for high-profile events
- Trained and developed a team of F&B; staff

Assistant Food & Beverage Manager

Taj Mahal Hotel, New Delhi | 2012 - 2015

Key Achievements:

- Improved customer satisfaction ratings by 20% through enhanced service standards
- Assisted in the pre-opening of a new restaurant, ensuring seamless operations

Responsibilities:

- Assisted in daily F&B; operations and event management
- Conducted regular training sessions for F&B; staff

Food & Beverage Supervisor

Hyatt Regency, New Delhi | 2009 - 2012

Key Achievements:

- Consistently received positive feedback for exceptional guest service
- Assisted in the implementation of new F&B; software (MICROS)

Responsibilities:

- Supervised F&B; staff during peak hours
- Coordinated with the kitchen team to ensure timely food delivery

Education

Bachelor of Hospitality Management

Institute of Hotel Management, Catering & Nutrition, Pusa, New Delhi

Technical Skills

Hospitality Management Systems:

- Opera
- MICROS
- Property Management Systems

Food & Beverage Operations:

- Menu Development
- Banquet Operations
- Cuisine
- Catering
- Wine

Business Development & Analysis:

- Revenue Analysis
- Competitive Analysis

- Yield Management
- Budgets
- Cost Control

Guest Service & Management:

- Guest Service Management
- Customer Satisfaction
- Customer Service

General Management:

- Management
- Training
- People Management