

ANDY CHICO

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Muscat, Oman

CAREER OBJECTIVES:

My career objectives are twofold. It is my goal to deliver my duties as Outlets Manager to the fullest satisfaction of all members of organization or company, using my skills with customer service. Finally, as my long-term objective, I would like to continue working for the betterment of the company, taking on new responsibilities until I can serve as part of the management.

With over 15 years in food and beverage and hotel experience, my areas of expertise including customer service, performance management, budget management, and cash management. I have proven to have the ability to interact with the public effectively, ensuring excellent guest experience, working effectively within a team, meeting departmental goal and objectives. I have excellent communication skills, problem solving and conflict resolution.

CAREER SUMMARY:

- ✓ 15 years of experience in Food and Beverage, with 8 years in Hospitality Industry
- ✓ 5 years of experience in Supervisory/Management Level Positions
- ✓ Extensive experience for Food Hygiene, Sanitary Food Safety and Management
- ✓ Certificate in Commerce and Business
- ✓ Certificate in Revenue Management Proficient
- ✓ Master in Business Administration with Distinction
- ✓ Train The Trainer Certified
- ✓ Lobster-Ink Institute of Hospitality Training Course Certified

WORK EXPERIENCE:

RESTAURANT OPERATION MANAGER

Alyan Al' Almyt L.L.C. and Areen Foods Co., Muscat, Oman
March 2023 – Present

Responsible for all 4 restaurants operation and ensuring relevant information is passed onto the Assistant Managers. Assist in the planning and implementation of new ideas and menu specifications each season, working closely with Central Support to ensure they fit with guidelines and are to the high quality our guests expect. Also manage the incentive scheme, allocating and verifying spending and assisting in report analysis on stock and sales, highlighting and acting on any anomalies. Creating and be required to operate within efficient labour budgets for each season, tracking labour spending and providing input regarding capital projects and initiatives. To assist the Food & Beverage Director with managing Health & Safety and Food Hygiene, ensuring there is strict compliance with all legislation

OUTLETS MANAGER

Kempinski Hotel, Aqaba, Red Sea
March 2019 – March 2023. Aqaba, Jordan

Analyze and plan restaurant sales levels and profitability. Create and execute plan for department sales, profit and employee development. Set the budget and ensure continually review and achieved. Regularly conduct P&L reviews to analyze financial metrics. Achieve operational objectives of all outlets by preparing and completing action plans, implementing productivity, quality and standard of

service. Accountable for the business performance of the restaurant and generate growth of the restaurant sales through marketing initiatives. Organize marketing activities, such as promotional events. Review employee levels and overall, FOH & BOH schedules to ensure labor forecasts are met. Prepare reports at the end of the shift/week, including employee records, food control, and sales

ASSISTANT RESTAURANT MANAGER (Pre-Opening)

The Victorian Restaurant and Café

February 2016 – June 2018. Dubai, United Arab Emirates

Oversee and coordinate the planning, organizing, training, and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation. Continually strive to develop staff in all areas of managerial and professional development. Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met. Fully understand and comply with the Laws and municipal regulations that pertain to health, safety, and labor requirements of the restaurant, employees and guests. Develop, plan and carry out restaurant marketing, advertising, and promotional activities and campaigns.

RESTAURANT SUPERVISOR

Kempinski Hotel Mall of the Emirates

January 2011 – December 2015 Dubai, United Arab Emirates

I am looking after the restaurant operation and see to it that the hotel brand stays and follows towards a smooth operation. Our Leading Quality Assurance (LQA) is kept implemented at all times to ensure delivering the highest standards and guest expectations as five star luxurious hotel. Conducting trainings in an outlet to enhance more knowledge of my staff and boost their self-confident when dealing with a guest. Supporting and giving the team a motivation to reach the objective of our outlet when it comes to figures and numbers such as our reaching our budget, average check maintaining, aim high to sales target value, minimize the usage of raw materials. Delegate and breakdown the daily task to each team member before service.

Sr. CAPTAIN WAITER (Pre-Opening)

Royal Orchid Hospitality Group/Soy Restaurant

November 2007 – December 2010. Dubai, United Arab Emirates

Conduct a briefing to all team members for everyday plan strategy. Be in the entrance desk for giving warmth welcome to the guest and giving information about the restaurants offers. Visits the guest table and make sure getting touch on their feedback. Maintain the SOP and food hygiene of the restaurant as well as all the team members physical well groomed.

HEAD WAITER

Sheraton Doha Resort and Convention Hotel

May 2005 – August 2007. Doha, Qatar

Responsible for training junior staff, evaluating customer satisfaction, promoting special menu items, monitoring waiters, assigning tasks, and solving customer complaints. The day-to-day duties range from training all levels of servers, overseeing the proper order and flow of dishes, informing staff about specials and food that is sold out, and keeping the dining areas clean and organized.

EDUCATION:

BS Business Management / Management concepts – Marketing, Finance, Operations, Human Resources Management, Information Systems

Bulacan State University, Philippines: 2000-2003

CERTIFICATION:

- ✓ Food and Beverage Service Professional
- ✓ Certificate in Commerce and Business
- ✓ Revenue Management Proficient
- ✓ Master in Business Administration with Distinction
- ✓ Luxury Hospitality Standards – Food and Beverage
- ✓ TSI – PIC L2 (Person-In-Charge)
- ✓ Train The Trainer

SEMINARS / TRAININGS / WORKSHOP ATTENDED:

- ✓ International Basic First Aid Course
- ✓ Essential PCI – DSS Security
- ✓ Food Safety Course L2
- ✓ Intoxication and Infection

REFERENCES:

Mr. Gabriele D'Amore

Cluster Resort Manager/Director of Operation

Conrad Chia Laguna Resorts - Baia di Chia Resort Curio Collection by Hilton | Italian Hospitality Collection | MBA at EHL | Master Hospitality at Cornell

damoregabriele@gmail.com

- Mr. Gabriele was my former Assistant Director of Food and Beverage at Kempinski Hotel, Mall of the Emirates.

Mr. Javier Escola Virumbrales

Director of Food & Beverage

Dream Hotel Group

Doha, Qatar

jvirumbrales@dreamhotels.com

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- Mr. Javier was my former Restaurant Manager in a fine dining outlet in Kempinski Hotel, Mall of the Emirates.

Mr. Moyasser Zueter

Director of Food & Beverage

Fairmont Hotel Amman

Amman, Jordan

moyasser.zueter@fairmont.com

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- Mr. Zueter was my former Director of Food and Beverage in Kempinski Hotel, whom I reporting directly.

COVER LETTER

ANDY CHICO

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September 12, 2023

Human Resource Manager
Sushi Tokyo Express

RE: Food and Beverage Application

Dear Ma'am / Sir,

I am writing to express my interest to apply for Food and Beverage that you had posted at LinkedIn.

I handled various responsibilities in my previous and recent role in Hospitality and F&B industry and quickly established talents in prioritizing tasks, meeting deadlines and finding solution to eradicate difficulties. My career has enabled me to develop and establish skills in such key areas:

Front of house management
Staff Management
Operation Management
Staff development
Driven business

I am grateful for the opportunities afforded me in my prior position, and I am ready to put those skills for your company. I am looking forward to new challenges, collaborating with new fresh team of talented professionals. I know that you are looking for some various position with similar experience role which I have an extensive experience on managerial role where I have an extensive experience in hotel and food and beverage sector.

I am very interested in sharing on how I can deliver my new role excellence in your company.

Thank you for your time and consideration, and I look forward to hearing from you soon.

Kind Regards

Andy Chico