



Sivathanu Krishnapillai

Nationality: Indian Date of birth: 26/08/1987 Place of birth: India

ABOUT ME

I am a motivated, confident and dedicated individual, flexible and receptive to new situation, can work well under pressure with a positive approach towards work and a self-motivated individual. A confident and creative person with significant years of experience in the Hospitality industry. A hospitality professional with excellent leadership and organizational skills. Focused on increasing team productivity while meeting exacting standards for presentation and taste. Accomplished multitasker with disciplined approach. Now looking for a new and challenging position, from one which I will make best use of my existing skills and experience.

WORK EXPERIENCE

Food and Beverage Senior Supervisor

The Raintree Hotel [07/2017 – 11/2024]

City: Chennai | Country: India

- Assisted management in conducting annual staff appraisals with team members working within area of responsibility. Oversaw food and beverage inventory, strategically ordering supplies and anticipating consumer demands to prevent out-of-stock items.
- Crafted mouth-watering menus, ensuring food and drink options reflected current trends and pushed boundaries of customers' expectations.
- Understood and represented training and support needs of F&B team by organising regular professional development opportunities.
- Oversaw food preparation and production standards by implementing effective quality control measures.
- Owned scheduling, training and performance activities for multiple teams of cooking, waiting and bartending staff.
- Provided administrative support to upper management through inventory reporting, budget governance and payroll management.
- Translated changes to food safety regulations into policies and procedures to ensure compliance across departments.
- Trained 12 new joiners in food regulatory compliance and company standards by delivering on-the-job and mandatory training.
- Coordinated Front of House and Back of House staff ahead of events for smooth execution to maximise guest satisfaction.
- Sought out and implemented methods to improve service and team performance, boosting business sustainability with continuous enhancements.
- Coordinated optimal guest relations from initial contact through final check-out to boost satisfaction and brand loyalty.
- Grew restaurant profits through improved marketing and staff development initiatives.
- Sourced products locally for improved cost-efficiency and sustainability.
- Recruited and trained high-performing team members to deliver faultless customer care.
- Maintained outstanding hygiene levels for optimised customer safety and continued regulatory compliance.
- Created team building initiatives to encourage upselling and meet revenue targets.
- Completed accurate end-of-day financial routines for cash and card transactions.
- Monitored and maintained stock levels for maximised efficiency and minimised waste.

Food and Beverage Supervisor

Marriott Hotel, Waltham Abbey, Essex [08/2012 – 05/2017]

City: London | Country: United Kingdom

- Ensuring consistent Brand Service Standards are delivered in all F&B Outlets
- Ensure that sensational service is provided to each and every guest and to ensure that all Hosts are developed to their full potential
- Responsible & Accountable for the daily operations and performance of Restaurant, Bar and Room Service
- Focusing on team training and maintaining excellent service standards while driving the business forward and maximizing growth
- Building up a good rapport with regular clients
- Dealing with and resolving customer complaints
- Organizing the daily and weekly rotas for the Restaurant & Bar
- Ability to create a great atmosphere & be an inspirational host
- To carry out any other reasonable duties and responsibilities as assigned by senior members in management
- Lead the team of customer focused and multi skilled staff to achieve high levels of customer service
- Lead by example and demonstrate a practical approach to achieving results
- Ensuring GSS focus shown as Primary Departmental Goal and achieving Balance Score Card Targets
- Managing stock control and ordering supplies
- Communicating with the kitchen staff to ensure efficient food service
- Maintaining the daily and weekly checklist for associative
- Conducting briefing for Hosts before & after operation with Taste panels & a short Role play trainings every day
- Assisted in lounging the art of host training and conducted

Key Achievements:

- Guest satisfaction survey in Breakfast 82.5%
- Guest satisfaction survey in Lunch/Dinner 84.8%
- Guest satisfaction survey in lounge bar 78.2%
- Brand standard audit 97.2% overall and 99.5% for F&B service
- Employee of the Month
- Department of the Year 2015
- Increase in Sunday Lunch covers by 29.5 % against 2014; this is achieved by carrying out bi-weekly Routine Street marketing.
- Themed Dinner evenings every bi-Wednesday, This has driven 98 covers/month.
- Consistent weekly Cocktail nights carried out every week in Bar, This resulted in an average sale of 78 cocktails/mth.
- Blue cube compliance 96% {Been nominated as a Blue Cube Champion and managed compliance for the year}
- Designed Project on user guide for New Thyme Restaurant & Tempo Bar Menus & distribute to all team, This also is used as a New Starter Pack kit for any new hires.
- Executed my initial food and wine training to F&B team.
- Manage the whole F&B leading them in the absence of manager frequently.
- Conducting 121 with my junior team members discuss about the performance and give suggestions and feedback to manager.
- Recognised & Rewarded 3 times during the year as "Highest Average Check" per guest.
- Got a Recognition for most drink seller in bar.
- Excellent Feedbacks from guests review in GSS with my name mentioned on a number of occasions.
- Nominate as an employee of the Quarter in 2014.
- Art of host champion.

Food and Beverage Host

The Rain Tree Hotel [05/2008 – 08/2009]

City: Chennai | Country: India

- Reporting directly to the Restaurant manager, with a hierarchy of 10 associates
- Integrate, train and supervise the restaurant and bar staff
- Organize duties and transmit information to team members as necessary
- Check billing, cashiering operations, and daily activity report
- In charge of storage and stock management for the department

- Responsible to ensure that the guest is served efficiently with well-presented, good quality food and drinks in a relaxed atmosphere
- To carry out and complete all operational and strategic tasks delegated by manager
- Responsible for up selling targets set for the bar and analyzing the sales mix

PROJECTS

[12/2006 – 03/2007]

The Rain Tree(5 star Hotel, Chennai, India)

- Carried out tasks as per daily check list
- Acknowledge each and every guest with a genuine care shown
- Maintaining training materials & records of learning's on a day to day basis
- Attending Consistent weekly meetings with HR manager & Departmental Heads on those materials presented, being productive and a 121 feedback session.
- Execute our knowledge and training experience to the guests.

TRAININGS:

- ITB (In the Beginning) Training- provide by Marriott
- Completed all Levels in F&B Passport to Success – Certified Online Training provided by Marriott
- Bar tending Training – Provided by Stella Artois
- Academy of Food and Wine training – provided by Matthew Clarke
- Certified Health & Safety for associative
- Food Hygiene and Safety
- First Aid trained
- Core Value Training
- Empowerment & Service Excellence Training
- Starbucks coffee training

EDUCATION AND TRAINING

M.B.A.,

University Of Wales [05/2010 – 05/2011]

City: London | Country: United Kingdom

B.Sc.,(Hotel and Catering Management)

Madras University [06/2005 – 05/2008]

City: Chennai | Country: India

LANGUAGE SKILLS

Mother tongue(s): Tamil

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / Google meet, Microsoft powerpoint / CMS(Cellular Management System) / Micros 9700 EMC/RVC / BIRCHSTREET / Starbucks coffee champion / Bluecube champion (payroll)

HOBBIES AND INTERESTS

General Interests

Social Networking

Driving and Cycling

Rearing Birds

Chess