**Kismet Kapur**

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**Professional History**

***Moevenpick Hotel & Resorts, Dubai U.A.E. July 2010 – Present***

***Food & Beverage Manager***

***Pre Opening***

Recruitment of staff

Job Descriptions

Standard Operating Procedures

Trainings

Ordering of all F&B Operating Supplies & Equipment

Uniforms

Restaurant Concepts

Menu designs

Supplier Contracts

Loyalty Program

Business Plan

Critical Path

Budgeting & Forecasting P&L

Set up of Micros

Set up of Restaurant Reservation system RESPAK

Restaurant and Bar floor plans

Selectiion of Banquet Equipment

F&B Menus and Costings

Themes for Banquet Coffee Breaks

Selection of Products for the Minibar

Sales & Marketing for the hotel

Public Relations

***Etihad Airways, Abu Dhabi U.A.E. June 2009 – June 2010***

***Food & Beverage Manager***

Responsible for Trainings, Recruitment, F&B Menus, Product Development, Appraisals,

Identifying New Catering companies out based, Marketing F&B, Public Relations, SOP’s and new concepts for F&B onboard delivery.

Overlooking the F&B in-flight service operations in First and Business class for long and ultra long range destinations, Europe, U.S.A. and far East Asia creating a first time concept of 5 star restaurants in the air.

Consistently Delivering best practices by providing inspirational experiences delivered with warmth and respect and ensuring all standards and sequence of service are consistently met.

***Atlantis Palm Jumeirah Hotel, Dubai U.A.E. Nov 2008 – May 2009***

***Assistant Food & Beverage Manager, Royal Towers***

No. of direct reports 18 managers and 357 staff

Overlooked the operations for the following outlets in Royal Towers,

* Saffron – 510 covers
* Kaleidoscope – 492 covers
* Levantine – 240 covers
* Nasimi – 300 covers
* Platos – 45 covers
* Barazzura – 60 covers
* Room service – 1539 rooms including suites both East & West Towers
* Minibar and Amenities
* Club Lounge – 180 covers

***Renaissance Hotel, Dubai, U.A.E. June 2006 – Nov 2008 Restaurants Manager***

Overlooked the operations for the following outlets,

* Room service including minibar and Amenities for 281 rooms
* Sails restaurant – All day dining
* Aquarium Lounge – 24 hour lobby lounge
* Poolbar – Cocktails and light bites
* Club Lounge – Exclusive for all club level guests

***Taj Fort Aguada Beach Resort, Goa, India June 2004 – April 2006***

**Food & Beverage Manager**

* A 5 star Resort with 145 rooms
* In charge of the entire F & B operation which included 5 restaurants, 1 bar, 24 hours room service, 2 conference halls and a team of 150.
* Responsible for preparing the annual F&B budget.
* Responsible for controlling of all costs and expenses including food, beverage, labor, suppliers and equipment.

**Benefits**

* Medical for Self and Spouse, Housing, Provident Fund, Leave Travel Allowance, Annual Bonus, Company Car, Cell Phone, Educational Allowance

**Achievements and Accomplishments**

* Implemented mini bar process and brought down the loss variance percentage from 28% to 4%
* Achieved a growth of 44% of annual wine sale
* Achieved a 20% increase over the annual budget
* Reduced the stock of slow and non-moving spirits and wine to 40% by conducting various promotions
* Conducted various F & B training modules for management
* Voted best public relation executive of the year by corporate leisure division
* Voted youngest F & B Manager of the year in leisure division
* Conducted various wine seminars for several BPO organizations
* HACCP certified

***The Oberoi Vanyavillas , Ranthambhore, India Oct 2002 – May 2004***

**Food & Beverage Manager**

* A five star resort with 25 luxury tents
* In charge of 3 F&B outlets, 24 hours room service and 1320 square feet banquet facilities.
* Responsible for F & B menu design and constant implementation of new menu items.
* Responsible for selecting and making of the wine and beverages lists.
* Constant upgrading of Standard Operating procedures.
* Assisting all outlet Managers in achieving ideal standards of services, quality of food, hygiene and promotion.
* Conducted staff training, appraisals, job chats and periodical reviews.
* Liaised with hotels suppliers and constantly searched the market for better quality.
* Responsible for marketing strategies and financial planning for F & B department.
* Responsible for preparing the annual hotel budget.
* Responsible for controlling of all costs and expenses including food, beverage, labor, suppliers and equipment.
* Maintain inventory control.
* Cross trained in different Oberoi hotels in the various areas, F&B Controls, Banquets, Coffee Shop and French and Asia specialty restaurant.
* Handled departmental related guest complaints and ensure corrective action is taken

**Benefits**

* Medical for Self and Spouse, Housing, Provident Fund, Leave Travel Allowance, Annual Bonus

**Achievement and Accomplishments**

* Achieved a 15% increase over the annual budget
* Featured in Upper Crust Food Magazine as F&B Manager
* Was selected for corporate exposure training by CEO

***Veda Fine Dining Restaurant and Wine Bar*, Hong Kong *Dec 2001 - Aug 2002***

**Operations Manager**

* A 150 covers dining room and a 50 covers wine bar.
* Leading a team of 60
* Managed pre-opening of the restaurant and setting up F&B operations and SOP
* Responsible for creating various promotions for marketing the restaurant.
* Created marketing and sales strategies and tactics to launch the restaurant***.***
* Conducted various training seminars for restaurants employees and crested new hires training manual
* Provided new management with adequate training.

**Benefits**

* Medical for Self, Mutual Provident Fund, Leave Travel Allowance, Annual Bonus

**Achievement and Accomplishments**

* Made 40% of the entire cost within 6 month

***Fat Angelo’s Italian Restaurant*, Hong Kong *June 2000 – Nov 2001***

**Manager**

* A 170 covers restaurant and leading a team of 50.
* Managed pre-opening of the restaurant and setting up F&B operations and SOP
* Handled feedback and resolved customer complaints
* Ensured an efficient flow with repeat and satisfied guests

**Benefits**

* Medical for Self, Housing, Mutual Provident Fund, Leave Travel Allowance, Annual Bonus

**Achievement and Accomplishments**

* Opened a seafood restaurant for the company

**Reason to move on**

* Was given an opportunity to be involved in the opening of a new restaurant

***The Regent Four Seasons,* Hong Kong *March 1999 – May 2000***

**Restaurant Manager, Harbourside Restaurant**

* A 5 star hotel with 8 F&B outlets.
* Leading a team of 40
* Responsible for daily staff briefings
* Conducted various training under the Four Seasons Hotel Standards

**Benefits**

* Medical for Self, Mutual Provident Fund, Annual Bonus

***Internships***

The Marriott Marquis Hotel Dec 1997 – Jan 1999

Assistant Room Service manager, Atlanta, USA

Hotel Primerose Au lac June 1996 – Oct - 1996

Kitchen Trainee, Fribourg, Switzerland

The Hyatt Regency Hotel Sept 1995 – Dec 1995

Service Trainee, Atlanta, USA

**Education**

Degree & Diploma in Hotel Management, Swiss Hotel Management School, “Les Roches”, Bluche, Switzerland

The Doon School, Dehra Dun,

Diamond Elementary School, Washington D.C., U.S.A.

**HOBBIES**

Golf, Fitness and Cars

**REFERENCES**

Mr. Savio D’souza

Human Resources Manager

Mövenpick Hotel Deira  
Oceana Hotel & Spa  
The Royal Amwaj Resort & Spa  
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