

Director of Food and Beverage

*Financial Management ~ Data Analysis and Visualization ~ Budgeting and Forecasting
Marketing Operations ~ Business Administration ~ Inventory Control*

QUALIFICATIONS PROFILE

Dynamic, goal-driven, and versatile professional, with extensive experience in overseeing overall facets of operations within the food services and hospitality industries with specialization on food and beverage management. Efficient at directing all aspects of the hotel or restaurant's food and beverage planning and service which includes menu planning and implementation and food and drinks preparation and presentation, while ensuring compliance with quality and safety standards. Adept at fostering long-term customer relationships by partnering with them and understanding their needs to guarantee successful attainment of sales goals and objectives. Equipped with exceptional communication and interpersonal skills in cultivating productive rapport with professionals at all levels utilizing fluency in Italian, English, and Spanish. Technically proficient with Microsoft Office Suite, spreadsheets, myMicros, Adaco, Opentable, EMC, and various social media platforms.

PROFESSIONAL EXPERIENCE

The Waldorf Astoria Ras al khaimah Food and Beverage Director

Also in charge of the Recreation Department

2023/24 Shine one Recipient- Hilton Hotel Manager development program 2021–Present

- Provide direct oversight to day-to-day food and beverage operations while managing the Food and Beverage Division's marketing plan and budget preparation
- Assume responsibility in observing and boosting guest engagement and satisfaction
- Keenly assess financial reports and statements to identify food and beverage financial performance
- Direct and collaborate with Food and Beverage Leadership Team in distinguishing areas of concerns and formulating strategies to streamline department's performance
- Maintain statistical and financial records
- Work closely with customers, employees, suppliers, licensing authorities, and sales representatives
- Introduce new menus and promotions, such as holiday and special event offerings, to maximize business
- **Served as driving force the complete restructuring of the all F&B division, within the first 3 months of placement.**
- **Succeeded in minimizing overall departmental cost while repositioning the F&B outlets within the Market**
- **Spearheaded reopening of the F&B outlets after COVID-19 closure while providing above expectation financial return and guest satisfaction**
- **Relaunch and reposition all the nine outlets after the covid-19 partial closure of the resort, while assuring that all the KPI are meet.**

- **Played a vital role in organizing and relaunching the resort after six months of renovation, which included the repositioning and renovation of seven F&B venues.**

The Ritz–Carlton, Atlanta | Atlanta, GA, USA

Acting Food and Beverage Director 2019–2021

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- Direct and collaborate with Food and Beverage Leadership Team in distinguishing areas of concerns and formulating strategies to streamline department's performance
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- Work closely with customers, employees, suppliers, licensing authorities, and sales representatives
- Introduce new menus and promotions, such as holiday and special event offerings, to maximize business
- **Served as driving force in maximizing F&B department profitability by 7% year-over-year**
- **Succeeded in minimizing overall departmental cost while repositioning the F&B outlets within the Atlanta Market**

- **Spearheaded reopening of the F&B outlets after COVID-19 closure while providing above expectation financial return and guest satisfaction**
- **Conducted yearly Christmas holiday event while boosting revenue and profitability of different events**

W Hotel Doha | Doha, Qatar

Food and Beverage Operation Manager

2017–2019

- Supervised daily food and beverage operations including four restaurants, two night clubs, one café, banquets, and outside catering
- Directed staffing levels to ensure attainment of guest service standards
- Observed strict compliance with licensing, hygiene, health, and safety legislation or guidelines
- Took charge of supporting and facilitating the restaurant's marketing plan execution
- Created and submitted staffing or sales reports while administering statistical and financial records
- Demonstrated keen attention to detail in evaluating and enhancing profitability
- Drove efforts in initiating improvements on business operations and formulating restaurant's business outlook
- **Successfully managed re-launching of the Italian restaurant Paper Moon managed by the W Doha**
- **Received fast-track promotion from restaurant general manager to F&B operation manager within one year of employment. Made notable contribution in overseeing F&B operation of one of the biggest F&B operations within the Marriott Company**

IHG Hotel Group–Kimpton Seafire | Grand Cayman Islands

Food and Beverage Manager, Pre-Opening Team

2016–2017

- Engaged with the establishment and management of the resort wine program along with five different food and beverage outlets as well as banquet and room service
- Employed qualified professionals while mentoring staff on new food and beverage concepts
- Oversaw daily operation of outlets as well as financial performance of designated outlets and dealing with revenue and bottom line growth
- Guaranteed excellent customer service by showing friendly and welcoming atmosphere
- Analyzed food service trends and recommended appropriate modifications in menu and presentation
- Held accountability in managing food waste, product inventory, payroll, and expenses
- **Played a vital role in organizing pre-opening and opening of new IHG Kimpton Seafire resort and spa which acquire five diamonds within the first year of opening**

Restaurant Gordon Ramsay–Royal Hospital Road | Chelsea, London, UK ***

Assistant Wine Director

2014–2016

- Partook in the daily management of the restaurant and delivered exceptional level of service required in a three Michelin Star
- Collaborated with the wine director in maintaining wine list with 1300 references and inventories; choosing the wine to be listed; and cultivating long-term business relationship with different suppliers
- Displayed leadership abilities in supervising and mentoring team of six sommeliers
- Provided support to the restaurant general manager in training the Service Team on necessary skills to effectively deliver refined service experience to guests
- *Operated financial side of the wine and bar program including budgeting and cost controls*
- *Fostered productive rapport with guests to boost wine sales and develop loyalty*
- **Employed in one of best restaurants around the globe, which held three Michelin Stars for 18 consecutive years along with Chef Gordon Ramsay and Clare Smith**

The Dorchester | Mayfair, London, UK

Assistant Head Sommelier

2013–2014

- Rendered support to the wine director in constructing wine list and devising bar program
- Organized wine pairing between different culinary menus
- Steered efforts in directing and mentoring sommeliers and Bar Team
- Efficiently handled the inventory
- Rendered assistance to the restaurant general manager in training the Service Team on necessary skills to effectively deliver refined service experience to guests
- **Succeeded in directing the reopening of the iconic Mayfair restaurant The Dorchester Grill under the guidance of Chef Alain Ducasse Team**

Blue by Eric Ripert–The Ritz-Carlton | Grand Cayman, Cayman Islands

Server

2010–2013

- Oversaw the dining room station and guaranteed adherence to the standards of the only AAA Five Diamond restaurant in the Caribbean
- Communicated with guests and delivered first-rate service while complying with Beverage Standards Association (BSA) standards
- Took charge of prioritizing table maintenance needs in coordination with other teammates

- Participated in the rollout of famous culinary event, Cayman Cook Out
- Demonstrated outstanding personal presentation, communication, and interpersonal abilities
- **Received fast-track promotion from server assistant to server within six months**
- **Actively working at the worldwide known food festival Cayman Cookout.**

Tramp Private Members Club | London, UK

Chef de Rang

2008–2010

- Partnered with guests to fully understand their preferences to provide their needs
- Directed the designated outlet across the only Members Private Club
- Delivered outstanding service within a refined environment in servicing high-profile clientele

EARLIER CAREER

The Ritz Hotel ▪ St. James's, LDN, UK

Chef de Rang

Grand Hotel Splendido–Belmond Hotels ▪ Portofino, Italy

Chef de Rang | Room Service Server

Hotel Airone ▪ Arzachena, Italy

Banquet Server

EDUCATION

- **Bachelor of Science Business Administration, Management**
Western Governors University | Salt Lake City, UT, USA
- **Hospitality management Degree in Hospitality, Major in Hotel Management**
Istituto Alberghiero A. Turi | Matera, Italy

PROFESSIONAL DEVELOPMENT

Certification | Harvard Business School (Online)
Core Credential of Readiness
Certification in Sustainable Business Strategy
Court of Master Sommeliers, Vienna, Austria
Advanced Sommelier
Certified Sommelier

Training | Hospitality Training
Forbes Training
BSA Training
Michelin Star Service Training
Guest Relation and Interaction Training
Financial and Business Training

Skills | *Financial Management*
Data Analysis and Visualization
Budgeting and Forecasting
Marketing Operations
Business Administration
Inventory Control
Restaurant Management
Hotel Operations Management