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| **NIKHIL** **NIKHIL.365421@2freemail.com****ACCOMPLISHED TRAINING & DEVELOPMENT, QUALITY MANAGEMENT AND F&B OPERATIONS MANAGER** Offering 12 years’ rich, global experience in leading 5 Star Hotel Chains, with impressive success in delivering varied learning & development programs and managing complete operations of F&B outlets; successfully served as part of several pre-opening teamsTargeting senior level assignments in F&B Operations / Training & Quality Management  nikhil.shetty86@gmail.com +971-50-5517034 /+971-56-5791819 |
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| core24x24icons Key Skills |  | knowledge24x24icons Profile Summary  |
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| Strategic Planning, Budgeting & Forecasting; P&L Analysis |
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| Multi-outlet F&B Operations |
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| Training Need Analysis (TNA) |
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| Training Module & Content Dvpt. |
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| Training Administration (Training Calendars, Venue Management, Collateral Management) |
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| 360 Degree Feedback; Training Assessment & Evaluation |
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| Quality Management |
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| Post Training Floor Support |
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 | * High-energy, innovative Training professional with proven experience in identifying training needs, providing interventions, consulting, coaching and measuring training effectiveness
* Determining , negotiating and agreeing on in house quality procedures, standards and specifications
* Responsible for ensuring that Company Quality Management policy & Plans are procedures are implemented effectively and are suitable for their purpose.
* Expertise in managing end-to-end Learning & Development Lifecycle, including TNI, Content Management, Execution & Delivery, Gap Analysis, Vendor Assessment & Management and Stakeholder Communication
* Specialization in delivering diverse nature of Operational Trainings, Orientations and Soft Skill trainings (like Complaint Handling, Training the Trainer, Leadership & Conflict Management, Talent Management, Coaching & Counseling, Customer Service and Communication)
* Skilled in translating employee development behaviors into high-impact learning designs & curriculum
* Pre-opening Quality management and F&B Expert with expertise in managing the entire gamut of food service operations in large-scale outlets, including managing food costs, upholding menu standards, controlling inventory, creating event-specific menus, staff management, customer service and administration
* Expertise in developing cost saving measures and streamlining processes to improve operational efficiency; holding unparalleled customer relations skills especially in creating "special touches"
* Enterprising, dynamic & go-getter with strong interpersonal, analytical, problem solving & critical thinking skills and sensitivity to the dynamics of cross-cultural workspaces
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| career24x24icons Career TimelineCrowne Plaza London Battersea as Business Development Manager - Food & Beverage Dept.Oberois Hotels & Resorts, Mumbai as Food & Beverage Professional - South East Asian Restaurant |
| London Hilton Hotel, Park Lane (5 Star Deluxe), London as Supervisor

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| **2006 - 2007** | **2007 - 2009** | **2009 - 2012** | **2012 - 2013** | **2013 - 2015** | **Since 2015** |
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Dubai International Hotel, Dubai Airport (5 Star) as Quality Assurance & Training ManagerDouble Tree by Hilton, London West End (4 Star Deluxe) as Restaurant and Bar ManagerFour Seasons Hotel, Mumbai & Verandah The Bar and PAN Asian Restaurant Sanqi as Food & Beverage Professional |
| softskills24x24icons Soft SkillIntuitiveInnovatorThinkerCollaboratorCommunicator |  | edu24x24icons Education* MBA (Hospitality and Leadership Management) from Ealing, Hammersmith College of West London in year 2012
* Post-Graduation Diploma in Hospitality Management from Ealing, Hammersmith College of West London in year 2010
* Diploma in Hotel Management from Hospitality Training Institute, Mumbai, India in year 2006
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| exp24x24icons Work Experience |  |
| **Since Jun’15 - Till Date** |  | **Dubai International Hotel, Dubai Airport (5 Star Hotel)****Training & Quality Assurance Manager** **Scope**: Head of Quality Assurance & Training for Pre-opening of F&B Outlets of the hotel and for Dubai Airport Lounges; Staff Size: 650**Role:*** Leading operations of 5 no. of outlets across entire Dubai, inclusive of strategic planning, business development, sales, facility management, food & beverage, front office, restaurant operations, housekeeping, security management, administration, events & promotions and team leadership
* Developing and executing Food & Beverage Operating Strategy and SOPs
* Proactively identifying changes in demand in market and modifying strategies for achievement of annual revenue target of AED 70 Million; delivering services that are above and beyond for customer satisfaction & retention
* Providing guidance and direction to subordinates, including setting of performance standards; organizing regular classroom & on-the-job trainings and conducting annual performance appraisals for all F&B Team members
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|  | * Assessing the current state learning environment, evaluating current learning performance and creating implementing plans to close the gaps
* Established KPI and implemented preventive and corrective actions to eliminate the root cause of quality issues
* Lead the team to conduct internal audits compliance with HACCP & ISO. Management representative for HACCP & ISO Audits.
* Tracking the return on investment (ROI) of all programs; controlling the costs and keeping the same within budgets
* Implementing & managing the Learning Management System (LMS) and managing all administrative tasks on LMS portal including uploading content and continuous improvement & upgradation of courseware

**Significant Accomplishments:*** Successfully served as part of 2 pre-openings in Dubai International Hotel
* Designed, developed and implemented trainings on following topics:
* Front Office, Housekeeping, F&B, New Joining Orientations
* Soft Skills (Complaint Handling, Training the Trainer, Leadership & Conflict Management, Talent Management, Coaching & Counseling, Customer Service, Communication Skills)
* Re-designed the F&B SOP for different outlets
* Improved staff performance by delivering soft skills trainings
* Reduced staff turnover to 17% by developing new career development opportunities to staff and introducing new incentive programs
* Successfully trained 650 people during last 1 year; improved performance of staff from avg. to good and good to excellent through training interventions
* Maintained through-put yield of 100% for all training batches
* Tracked the statutory training hours by developing and maintaining training related MIS for each candidate
* Administered the process of training of coach buddies to train front-line staff, thereby controlling attrition
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| **Dec’13 – Mar’15** |  | **Crowne Plaza, London - Battersea (earlier known as Hotel Verta)****Business Development & Operations Manager - Food & Beverage Department** **Significant Accomplishments:*** Facilitated complete rebranding of F&B Dept. of Hotel Verta to Crowne Plaza with extensive involvement in all marketing and promotional activities; planned & executed the menu of the outlets in collaboration with Head Chef
* Amplified revenue by 16% in 3 months through yield management
* Increased business by identifying new business leads (through liaison with in-house guests) by maintaining high repeat guest ratios
* Optimized existing market potential through SWOT Analysis and P&L Analysis
* Generated revenue worth 800,000 GBP per year by organizing food festivals, weddings and events for Football clubs like Arsenal, Chelsea, Manchester City, Tottenham and Australian Football Team
* Escalated customer loyalty score by 16% in a span of 3 months
* Grew revenue per cover by 27% by eliminating waste, updating the menu, delivering promotional activities & offers and through 3rd party sales
* Reduced costs by:
* 4% by negotiating best prices with trade suppliers
* 6% by introducing a system to monitor & control wastages
* 10% through strong control of inventory
* 7% through proper utilization of resources available with better output
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| **May’12 - Nov’13**exp24x24iconsPrevious Work Experience**May’09 - Apr’12****Dec’07 - Jan’09****Feb’06 - Sep’07**Industrial Trainings **May’05 - Oct’05** **Feb’08 – Jun’08**C:\Documents and Settings\nikhil\Local Settings\Temporary Internet Files\Content.IE5\BO1SBJ0L\nabilah gold[1].PNGCertificates personaldetails24x24icons Personal Details |  | **Double Tree by Hilton, London West End (4 Star Deluxe Hotel)****Restaurant and Bar Manager****Significant Accomplishments:*** Slashed cost of Food & Beverage Department through various measures
* Amplified customer base by 27% by promptly resolving customer complaints, achieving the monthly S.A.L.T (Satisfaction & Loyalty Tracking) targets and by maintaining highest standards of F&B Service
* Enhanced revenue by 17% by eliminating waste, updating the menu, up-selling, so on; maintained liquor flash and cellar for the department
* Built training plans for the new starters and conducting monthly trainings
* Managed operations of Bar, Restaurant, Executive Lounge & Room Service; planned menu for dinner and events along with the Head Chef
* Monitored client bookings & reservations, improving efficiency of food service through communication with the kitchen staff

**London Hilton Hotel, Park Lane (5 Star deluxe), London as F&B Supervisor****Four Seasons Hotel, Mumbai (5 Star Deluxe) and Verandah The Bar and PAN Asian Restaurant Sanqi as Food & Beverage Professional****Oberois Hotels & Resorts, Mumbai (5 Star Deluxe Hotel)** **Food & Beverage Expert - South East Asian Restaurant “India Jones”****Taj Fort Aguada Beach Resort, Goa (5 Star Deluxe Hotel), India** **Four Seasons Hotel, Mumbai (Wine Course)** * **Rescue & Fire Fighting Service (Dubai Airports)**
* **HACCP Level 3 Intermediate (Highfield Awarding Body of Compliance, Dubai)**
* **Person In Charge Level 3 (Highfield Awarding Body of Compliance, Dubai)**
* **HACCP Internal Auditing Program (Apex Food Consultants)**
* **HACCP Awareness Program (Apex Food Consultants)**
* **Basic Health& Safety awareness (Highfield Awarding Body of Compliance, Dubai)**
* **Basic Food & Hygiene Awareness (Dubai Municipality)**
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