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| **NIKHIL**  [**NIKHIL.365421@2freemail.com**](mailto: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 teams  Targeting 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 |
| |  | | --- | | Strategic Planning, Budgeting & Forecasting; P&L Analysis | |  | | Multi-outlet F&B Operations | |  | | Training Need Analysis (TNA) | |  | | Training Module & Content Dvpt. | |  | | Training Administration (Training Calendars, Venue Management, Collateral Management) | |  | | 360 Degree Feedback; Training Assessment & Evaluation | |  | | Quality Management | |  | | Post Training Floor Support | |  | | | | | * 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 Timeline  Crowne 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   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  | | **2006 - 2007** | **2007 - 2009** | **2009 - 2012** | **2012 - 2013** | **2013 - 2015** | **Since 2015** | |  |  |  |  |  |  |   Dubai International Hotel, Dubai Airport (5 Star) as Quality Assurance & Training Manager  Double Tree by Hilton, London West End (4 Star Deluxe) as Restaurant and Bar Manager  Four Seasons Hotel, Mumbai & Verandah The Bar and PAN Asian Restaurant Sanqi as Food & Beverage Professional | | | | | |
| softskills24x24icons Soft Skill  Intuitive  Innovator  Thinker  Collaborator  Communicator | | | |  | 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 | | |
|  | * 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 | | |
| **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 | | |
| **May’12 - Nov’13**    exp24x24icons  Previous 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].PNG  Certificates  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)** | | |