

Feroz Ahmed Shaikh

Food and Beverage Executive

Personal Info

Address:

Parksite Vikhroli,
Mumbai-400079.
Maharashtra, India.

Phone: - +91 7400400988

Email Id: ferozahmed19@gmail.com

Professional Qualification

Bachelor's of Hotel & Tourism
Management Studies, 3 yrs Degree.
Graduate Year 2009 with 70.73% (First
Class) Mumbai University.

Skill Set / Industry Knowledge:

- Business Marketing/ Strategic Selling.
- Hotel / Restaurant Management.
- Event / Catering Management.
- Vendor Management.
- Inventory Management.
- Food & Beverage Operation.
- Product Knowledge.
- Pre-opening-Fine Dining
- Effective Communication.
- Operation Excellence
- Complaint Management /Problem Solving
- Six Sigma(Quality Improvement Team)
- Training & Development.
- Customer Experience / Client Centric.
- Inter personal Skills.
- Cost Control.
- People, Process and Time Management.

Operating System / Tools:

- Microsoft Office, Tally 7.2
- Micros, Opera, Pos, Sap

PROFESSIONAL SUMMARY :

Knowledgeable food and beverage Executive Manager with over 10 years of experience in five star Hotels casual, Comfort and Fine dining hospitality establishments. Gifted motivator and leader comfortable with supervising service team of over 35 employees. Comfortable in fast-paced environment to provide quality service & delightful Experience for patrons while effectively mentoring new staff. Lead as a Area Effective Team Member/Quality Improvement Team Member for SIX SIGMA / D.L.C. Certified for Successful Completion of the Operation Excellence Programme—Z.E.S.T. in the year 2019 from ITC Hospitality Management Institute.

INDUSTRIAL EXPOSURE:

❖ **ITC Grand Central, A Luxury Collection Hotel.** Mumbai, India.

Food & Beverage Executive.

kebab & kurries (Indian Specialty Restaurant)

Hornby's Pavilion (All Day Dining Restaurant)

Point of view (Business Lounge) & Comfort Dining

December 2014. – January 2020 (5 years 1 month)

- To compile weekly & monthly reports as requested by the Food & Beverage Manager.
- Actively involvement in Managing operations & oversee the entire restaurant to ensure Deliver superior guest services and Ensure guest satisfaction.
- Continuous training of team to ensure consistent high level of input-Coyle audit 2019 score of 96.9%,IFH audit 2019-97%
- Handling internal and external Vendors for better event coordination.
- Attending F&B, Marcom, P&L meetings & planning Capital expenditure.
- Assist in hiring, training and evaluates staff performance for all levels from casual to formal.
- Plan and develop the overall restaurant marketing strategy.
- Respond efficiently to customer questions and complaints & Provides constant feedback to hotel management and all HOD concerning service issues, including guest desires, complaints and comments.
- Estimate consumption, forecast requirements and maintain inventory.
- Manage restaurant supplies, Control costs and minimize waste.
- Implement innovative strategies to improve productivity and sales.
- Conduct meetings with servers and kitchen staff for training and review purposes.

❖ **M.H. ALSHAYA Co.W.L.L.**

Reggai, Kuwait.

Food & Beverage Waiter.

Katsuya by Starck (Japanese Specialty Restaurant by Sbe Group from USA, Worked in a Pre-Opening Team in Kuwait, which is a Flag ship Restaurant in the Middle East)

August.2013. – May.2014. (9 Months)

❖ **The Orchid Hotel.**

Mumbai, India.

Food & Beverage Team Leader.

Merlin's Karaoke Bar (City first Karaoke Bar)

May 2012. – August 2013. (1year 3 months)

ACHIEVEMENTS:

(Certification and Awards)

- **Employee of the Month.**
Intercontinental The Lalit Hotel
Mumbai
March 2010 & January 2012
- **Tally 7.2**
Keerti Computer Institute (NACTT
Member) June 2006.
- **Operation Excellence
Programme (Z.E.S.T.)**
ITC Hospitality Management
Institute July 2019.
- **Best Groomed Male Award.**
ITC Hotels Ltd. Year 2019.
- **Letter of Appreciation for
Revenue Enhancement for
Beverage Up selling.**
ITC Hotels year 2017.

INDUSTRIAL EXPOSURE:

❖ **InterContinental The Lalit Hotel.** **Mumbai, India.**
Food & Beverage Sr. Guest Service Associate.
24/7 (All day Dining Restaurant)
September 2009. – May.2012. (2 years 8 months)

❖ **The Ambassador Hotel.** **Mumbai, India.**
Food & Beverage Industrial Trainee.
April 2007. – October 2007. (06 Months)

CATERING EVENTS :

- **Catering Event for The Indian Premier League (IPL)**
Venue: Brabourne Stadium, Mumbai in year 2015.
Role: Food & Beverage Operations (ITC Hotel Ltd.)
- **Catering Event at the Launch of Visakhapatnam Ship.**
Venue: Mazagon Dock Limited, Mumbai in year 2015.
Role: Food & Beverage Operations (ITC Hotel Ltd.)
- **Catering Event for Make In India Centre**
Venue: Mmrda ground, Bkc Mumbai in year 2016.
Role: Food & Beverage Operations (ITC Hotel Ltd.)