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PROFESSIONAL PROFILE

An energetic & self-motivated F&B professional with over 20 years of experience across Europe and the Middle East, with drive and solid background of the hospitality industry, gained with major employers in the field, with ability to deliver results on time and proven skills in achieving goals through the development and motivation of staff.

A positive individual with hands-on approach and a 'Can do' attitude, a very customer focused person with an eye for details and passion for high levels of service, with experience on managing events, banqueting, standalone restaurants and outlets within luxury hotels and Michelin star establishments.

CAREER EXPERIENCE

GENERAL MANAGER

Il Pastaio, Habtoor Hospitality, Hilton – Dubai

October 2020 – April 2023

- *Pre-Opening of a new Italian Restaurant, capacity size 150cov;*
- *In charge of the whole F&B operation, training and recruiting the FOH & BOH staff, (around 60 staff), mentored them to ensure smooth operation of business;*
- *Meeting and maximizing budgets according to the business needs, monthly forecast budgets;*
- *Coordinated inventory, invoicing, accounts receivable and cost control programs;*
- *Coordinating Maintenance, Events & Marketing/Promotions projections;*
- *Verifying and Planning monthly forecast with Directors and Finance department;*
- *Weekly meetings with the Head of Ops and Company owners on how to increase and improve the business (monthly average of 1aed million revenue);*
- *Accolades 2021: Time Out- Highly recommended new Italian fine dining restaurant.*

VENUE GENERAL MANAGER

The Farm, Al Barari – Dubai

September 2018 – March 2020

- *Management of the whole F&B operation, including 60 staff members and 3 managers;*
- *Yearly revenue of \$4.5M including up to \$80K on event revenue;*
- *Consisting of a 300 seating restaurant, with 4 separate event halls serving up to 600pax;*
- *20% increased profit revenue, 50% on sales delivery/ta, food COS reduced to an extra 5%;*
- *Analysis of sales, labor, inventory & controllable, taking action to achieve sales growth targets;*
- *Staff training, recruitment, performance reviews and terminations, payroll data through HR;*
- *Guest relations, maintaining high standard of food service, presenting a positive and fashionable image of the business, consistency of products;*
- *Develop and drive restaurant operational plans, overseeing and running events, private functions, group set menus, weddings, large caterings & entertainment events;*
- *Ensure all health and safety issues are monitored and staff are fully trained;*
- *Monthly stocktaking, authorizing procurement on orderings F&B products & consumables, suppliers comparison to determine cost savings, negotiating and developing commercial contract with suppliers and brands;*
- *Development of restaurant SOPs, reservations, marketing, promotional material & social medias to increase customer data base and sales;*
- ***Accolades 2018: What's On - Favourite Healthy Eating Restaurant Winner, ME Hospitality Excellence – Restaurant of the year Healthy Food Winner.***

RESTAURANT MANAGER

Roberto's Club, Skelmore Hospitality – Dubai

March 2017- August 2018

- *Head of the entire F&B operation and acting GM, on a 350 covers capacity establishment;*
- *Yearly revenue of \$60M in F&B and events;*
- *Management of 130 team members, including 6 department managers;*
- *Guiding and supporting department leaders & teams achieving service excellence and guest satisfaction, monitoring & driving performance;*
- *Brand identity, marketing plan & sales strategy to generate revenues and profits, concierge program execution, competitor analysis;*
- *Conducting & organizing events, live music evenings, gala dinners, groups & set menus;*
- *F&B concept development, updating and creating menus, to improve guest satisfaction and drive revenue, SOPs;*
- *Managing recruitment, staff development, training and conducting appraisals;*
- *Payroll data through HR;*
- *Ensure guest satisfaction, updating guest feedback on socials & medias, sorting complaints and build regular guest database;*
- *Financial reports, analysis and cost control, monthly stock control, inventories, purchasing orders;*
- *Achieved top results on Mystery Diner Reports on the second quarter of the year;*
- ***Accolades 2017: Time Out Dubai – Highly Commended Italian.***

RESTAURANT MANAGER & GUEST RELATIONS

The Meat Co, FFI – Dubai

July 2015 – February 2017

- F&B operation on a 300 seats capacity, 100 team members;
- Yearly revenue of \$40M, 900 daily covers, aph of \$120;
- Continuously developing the restaurant brand, attending tourism trade fairs and exhibitions;
- Providing the company owners with financial reports on the restaurant objectives and performance;
- Recruiting, training, managing and developing the team, conducting disciplinary actions;
- Ensuring employees adhere the company quality standards, conducting daily briefings, staff grooming, and yearly appraisals performance reviews;
- Building relationship with companies and suppliers, competition analysis;
- Inventories, stock control & purchasing;
- Working with events and group organizers, developing, implementing and managing events, building groups & set menus for the restaurant brand, maintaining guests history;
- Overseeing procurement of catering, security & rental needs;
- Maintaining a calendar of groups & events for effective long term planning & management;
- Sales & marketing strategies, promos & Concierge program to increase the revenue;
- Keeping guest's data base and reviewing their feedback through the socials;
- **Accolades 2016: The Good Food – Best Steakhouse in Dubai.**

ASSISTANT GM & EVENTS BEACH OPS MANAGER

Ronda Locatelli, by Michelin Star Giorgio Locatelli,

Atlantis the Palm – Dubai

August 2013 – June 2015

- Located within the largest F&B operation in the Middle East producing \$180M in F&B revenues, a hotel of 1539 rooms;
- Responsible for the running of the outlet, supervising a team of 70 employees, on a seating capacity of 260, 500 daily covers;
- Event beach ops manager for large functions, 160000sqm of events space with a capacity up to 16000 people;
- Produced a set menu Gala dinner for 3500pax for Dubai Air Show 2015 with a team of 1500 staff;
- Being the face of the restaurant updating reservations, overseeing the booking system, keeping guest profiles update and have individual guest records;
- Achieving sales and profit targets through stock management, monthly beverage stock control, china & glassware inventory and general purchasing ordering;
- Guest relations through the social media, dealing with customer complaint;
- Updating the F&B Menus with the BOH executives, implementing staff training and tasting;
- Sales & marketing to implement promotions, organizing large group events and creating set menus to generate revenue and increase regulars;
- **Accolades 2015: Silver Award for Best Italian Restaurant, Golden Award for Best Italian Restaurant in the Middle East and North Africa.**

ASSISTANT GM

Il Baretto, Wine Bar and Restaurant – London

September 2011 – July 2013

- Responsible for the running of the all F&B operation, weekly sale £60-100K;
- Recruiting, training and developing a team of 60 employees, daily briefings;
- Improving and cutting costs maximizing financial performance;
- Being highly visible and the face of the business, overlooking table reservations;

- *Maintaining health & safety standards and hygiene procedures;*
- *Organizing special events, groups set menus, celebrity receptions & gala dinners;*
- *Maximizing all business opportunities to drive sales, F&B menu knowledge & guest relations;*
- *Liaising with the BOH Executives to develop & update seasonal menus;*
- *Purchasing stock, supplies and negotiating best prices with trade suppliers;*
- *Monitoring sales and creating financial reports for the restaurant owners.*

BRASSERIE & FUNCTIONS MANAGER

OGGS, Institution of Civil Engineers – London

October 2007 - August 2011

- *Organized events, receptions, fine dining dinners, business lunches, room service and weddings, with a capacity of over 500 guests, being multitasking in charge of multiple functions daily;*
- *Management of the 'Brasserie', a lunchtime restaurant, with a capacity of 150 covers;*
- *Management and training of a team of 50, focusing on high level of service;*
- *Cash handling, stock control and equipment ordering, (linen, f&b & consumables);*
- *Update & making daily bookings and reservations, relaying with BOH and Sales & Event;*
- *Weekly duties such as staff schedules, hygiene reports, staff attendance and discipline;*
- *Coordinating and meeting clients prior the event to settle details in place according their needs;*
- *Delegating tasks, leading the team by example;*
- *Dealing with external contacts and supplies, casual workers agency bookings, event organizers and clients.*

ASSISTANT MANAGER – Multi Unit Restaurants

Harrods Ltd – London

January 2004 – September 2007

Multi-unit F&B operation over 24 restaurants based in the established Harrods building serving various cuisines over different branded concept:

- *Management of the 'Rotisserie' outlet & trainee mobile manager throughout 24 restaurants;*
- *Training of staff, reviewing yearly team performance including mystery diners;*
- *Responsible for all cash handling procedures, ordering and stock control;*
- *Contributing to meet all budgets & maximizing profits fully experienced in the daily f&b operation of the department set up and close down.*

SKILLS & QUALIFICATIONS

HACCP & PIC, Level 3 Person in Charge Training, - Boecker, Dubai;

Basic COSHH Certificate, Control of substances hazardous to health;

WSET, Wine and Spirit Education Trust - Level 2;

Diploma of 'Master of Art', - National Institute of Art & Design, Italy, June 2000.

PERSONAL DETAILS

Date of birth: 13 June 1981;

License: Full, clean UK/UAE driving license;

Interests: Cinema, Foreign travel, Food and cookery, Photography;

Languages skills: Fluent written and spoken English, Italian and Spanish;

Additional skills: Proficient in Microsoft Office, Oracle, Opera, Micros, NetVu Point, Epicure & Adaco.