**(AMba) Jeganaden Thungavelu**

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director of food and beverage

**Accomplished, credentialed, and highly experienced hospitality expert** with a portfolio of success overseeing multi-site F&B operations, purchasing, menu creation, inventory control, and people management functions for both single and multi-property dining establishments. Proven record of excellence developing and implementing business strategies for enhancing operations and for driving and maximizing revenues through implementation and oversight of systems and policies. I am also bilingual French and English; seeking opportunity to serve as Director of Food and Beverage.

* **Instrumental in slashing overhead costs, optimizing inventories, renegotiating vendor contracts,** developing new menus, designing kitchen layouts for new locations, and hiring and training top-performing BOH and FOH staff.
* **Reputation as fair-minded leader** who leads by example and treats all employees with equanimity, respect, and courtesy.
* **Demonstrated financial acumen with strong background in budget and P&L management**; experienced in developing operating budgets and established history of meeting or exceeding established financial objectives.
* **Career history of promotions into progressively larger-scoped managerial roles** based on outstanding leadership skills.
* **Finely honed leadership, relationship-building, negotiation, communication,** analytical, and problem-solving skills.
* **Proven ability to communicate, collaborate, and negotiate effectively** with stakeholders at all levels.
* **Adept at prioritizing and multi-tasking** in fast-paced, high-volume work environments.
* **Big-picture business strategist,** with solid hands-on tactical execution skills.
* **Sharp negotiator;** expert relationship-builder.

**CORE COMPETENCIES**

Multi-Site Food & Beverage Operations ⎜Supply Chain Management ⎜Procurement Oversight ⎜Inventory Control

Financial Reporting ⎜Labour & Food Budgeting ⎜Forecasting ⎜Vendor Contracts ⎜RFP Process

Culinary Programs ⎜Menu Creation ⎜Kitchen Layout & Equipment Set-Up ⎜Cost-Cutting

Performance Management ⎜Recruiting & Hiring ⎜Training & Development

Reporting ⎜Customer Service ⎜Issue Resolution

**PROFESSIONAL EXPERIENCE**

**Director of Food and Beverage,** Pomeroy Hotel & Conference Centre & Chances Casino, BC June 2022 -Currently

* Develop superior and creative food and beverage experiences that drive customer satisfaction, revenue generation, and attain loyalty with our guests.
* Constant innovation to elevate the business season after season.
* Inspire and Lead our team of Chefs, Sales & Catering Manager
* Create and implement unique revenue generating programs that reflect current trends based on market analysis
* Prepare and follow an annual financial budget to achieve goals throughout the year by implementing proper forecasting, cost controls, labor management and revenue generating programs.
* Provide direction and leadership to all aspects of Food and Beverage operation
* Develop a strong and engaging rapport with both staff and guests alike
* Ensure the delivery of premium customer service through effective staff training and education sessions
* Ensure labour and product cost targets for both FOH and BOH are met
* Manage the online reputation of the business with advising our team on marketing/advertising needs and keep an open communication with the marketing team.
* Supervise in the restaurant as necessary, including for major event
* Work alongside the hotel operations team to drive positive results that align with business goals
* Ensure all operational standards are met in regard to sanitation and labour codes and laws, food storage, liquor service and loss prevention.
* Ensure sufficient staffing levels for successful operations, including oversight of Human Resources

**Professional Hospitality Consultant,** Calgary, AB Oct 2021 -May 2022

**Managing Director**

* Provide customized customer excellence service for restaurants.
* Assist in providing upselling techniques training.
* Redesigning menu and pricing strategy
* Implementation of HACCP concept
* Review of marketing strategies to set target and forecast business growth and trends.
* Providing proper tools to management for adopting efficiency and effectiveness of the operations.

**SASKATCHEWAN INDIAN GAMING AUTHORITY,** Saskatoon, SK June 2020-Oct 2021

**Regional Food and Beverage Manager**

Oversee F&B operations & planning, purchasing, menu creation, and costing for 3 properties: Dakota Dunes Casino, Painted Hand Casino, Bear Claw Hotel and Casino. Supervise 3 Executive Chefs & 3 F & B Managers. Monitor and report on financial performance, and ensure adherence to budgets for labour, food costs, and inventory. Review financial reports, help create capital budget. Manage recipes, and create new culinary preparation programs and techniques. Conduct routine site audits focused on delivering brand promises and ensuring compliance with brand standards, and health & safety guidelines. Negotiate vendor contracts, and manage RFP process. Report to Regional General Manager.

* Drove implementation of recipe software, inventory controls, and cost management SOPs.
* Reestablished group food buy and vendor rebate programs to optimize cost savings.
* Rebuilt brand standards and implemented new checks and balances by establishing scorecard system to audit all front- and back-house operations.
* Reduced food costs from 58-60% to 32% by redesigning menu, launching new costing and recipe writing software for all 3 sites, and renegotiating food vendor supplier terms. Revamp wine list.
* Led monthly, quarterly, and bi-annual revamp of deli, vending, and restaurant offerings in alignment with current trends.
* Leveraged engagement strategies to recognize, motivate and celebrate individuals and teams delivering outstanding performance across all sites.
* Promoted an inclusive, diverse, cooperative work climate, maximizing productivity and morale.

**SASKATCHEWAN INDIAN GAMING AUTHORITY,** Yorkton, SK May 2018-May 2020

AWARD

Manager of the Month – February 2019 Developing New strategies to drive in revenue.

Manager of the Month – September 2019 Best Financial Performance in terms of efficiency and effectiveness. Decrease Labour to set target.

Manager of the Month – November 2019 Taking initiative to participative in the Festival of Cultures in Yorkton.

**Food and Beverage Manager**

Drove menu development, costing, policy-setting, recipe management, vendor negotiations, purchasing, price monitoring, and maintenance contracts for the “The Legends” Restaurant, “The Bar” and the Multi-purpose room. Supervised, mentored, and trained team of 60 crews FOH & BOH. Facilitated senior and junior F & B meetings. Reported directly to General Manager.

* Drove daily operations, scheduling, ordering, and lunch & dinner service, inventory control, staff meetings, and training for both FOH and BOH.
* Directing, planning and analyzing F&B operations, including the restaurant, kitchen, and floor beverage service
* Providing effective management of up to two Coordinators and Executive Chef, promoting good relationships and ensuring they have knowledge and tools they need to succeed
* Effectively managing all departmental resources, including budgets, equipment, and supplies
* Monitoring department operations to ensure compliance with policies and procedures, and delivery of exceptional guest service
* Modelling SIGA's values, and presenting a positive image of SIGA in the community
* Participating in other projects and activities as required, to provide Casino guests with quality, value priced dining, and the exceptional hospitality that SIGA is known for.

**PRIOR CAREER HISTORY**

Dakota Dunes Casino –SK, Canada

**Catering & Events Coordinator** Oct 2017 – May 2018

* Plan and coordinate all aspects of catering, including meeting with clients, service activities
* Ensure cost effective pricing and generate positive revenue from events.
* Supervise staff during all aspects of catered events to ensure high quality service standards and presentations are met.
* Provide and communicate a layout/ diagram of catering events, including details of table service.
* Maintain high sanitation and safety standards in all catering storage rooms and other catering areas.
* Control all labour schedules in accordance with budgeted costs.
* Acquire and maintain knowledge of current food and catering trends.
* Maintain proper stock level of all catering equipment
* Assist with hiring, training, evaluating, and supervising of all catering staff, including  completing staff schedules

The Canadian Brewhouse,

Harbour Landing –SK, Canada Jan 2017 – Sept 2017

**Kitchen Manager**

* Maintain and adhere to all health regulations and food safe standards.
* Ordering/receiving: Establish & Utilize par levels to control food cost % and minimize overstock or spoilage.
* Day to day kitchen operations, be aware of all aspects related to BOH.
* Apply and monitor good practice in kitchen.

Trou aux Biches Hotel & Spa – 5 \* Star -Mauritius Jan 2015 – Dec 2016

**Operations Manager**

* Oversee entire operations of all F&B departments.
* Setting the standard operating procedure and check that all the team member for following that procedure.
* Conduct operational audit’s to sustain and effectiveness of all services.
* Ensure quality services, build up Customer Relationship Management

Le Bon Choix Restaurant – Mauritius Jan 2015 – Dec 2016

**Managing Director**

* Oversea the entire operation
* Training of staffs
* Maintaining the quality standard of the business.
* Sustain a solid business acumen

Professional Hospitality Consultants – (Mauritius & Africa) Jan 2014 – Dec2017

**Director**

National & International recruitment for the hospitality industries

Providing consultancy services for Holels in Africa such as Best Western Hotels

Assist in building structures – Standard Operational Procedures for the entire F & B Operations

Team Building and involved in customer service excellence training.

Beachcomber Hotels Group - Mauritius 2004 – Dec 2014

**Group Training & Development Manager – Specialized Hospitality Management**

* Actively involved locally and internationally in Training
* Conduct an annual review of development plans, analyzing data, establishing organizational priorities and making recommendations, along with the Human Resource Managers/Training Coordinators to close identified gaps.
* Recruitment & Selection

Sainte Anne Resort & Spa, Seychelles (Pre-opening and opening) 2002 to 2004

**Food and Beverages Manager / Trainer**

* 5\* hotel with 89 private Villas and 29 of which have private pools, 4 F&B outlets
* To maintain effective control of raw material, labour and equipment costs used in the Food & Beverage Department;
* To be responsible for hygiene and safety standards in the Food & Beverage and ensure all legal requirements are met;

Hotels of Morne Peninsula (Dinarobin & Paradis), Mauritius 2000 to 2002

**Food & Beverage/Culinary Educator**

* + Actively involved in: Training Need Analysis /Planning / Teaching
  + Ensuring continuity and progression of employees in both kitchen and F & B sector, both basic and supervisory level - on the job training.
  + Hygiene courses in the conformity of HACCP

Hotel School of Mauritius, Mauritius 1998 to 2000

**Food & Beverage/Culinary Trainer**

* Designing Short Courses and Training Programme
* Examination paper setter/ Moderator & Assessor of Mauritius Examination Syndicate
* Trainer from basic to Higher National Diploma level in Culinary Art and Hospitality Management.

Group Flo, London, UK 1996 to 1998

**Chef de Cuisine**

Gardener Merchant Agency, London, UK Sep 1996 to Dec 1996

**Junior Sous Chef**

The Pelican Group, London, UK Dec 1995 to Aug 1996

**Junior Sous Chef**

SW Baker Restaurant, London, UK Sep 1994 to Dec 1995

**Senior Chef de Partie**

The Lavender Restaurant, London Dec 1993 to Aug 1994

**Chef de Partie**

The Running Horses, London, UK Feb 1993 to Dec 1993

**Chef de Partie**

Blue Arrow Agency, France, Italy, Spain, Thailand 1992 to 1993

**Demi Chef de Partie**

Dukes Motor Services, London, UK 1991 to 1992

**Commis Chef**

Four Seasons Hotels & The Hilton Kensington 1990 to 1991

**Olympia, London, UK**

**Commis/Trainee Chef**

**VOLUNTEER & COMMUNITY LEADERSHIP**

Board of Directors, East Central Newcomer Welcome Centre, Yorkton, SK 2020 – Oct 2021

Board of Directors, African Community (CAFS) Saskatoon, SK 2019 – Oct 2021

Member of Lions Club, Yorkton, SK 2019 – August 2021

Board Member of Yorkton Chamber of commerce, SK 2019 – 2021

Mosaic Cultural festival, Regina, SK 2017

**ACADEMIC BACKGROUND**

**Project Management** ⎜Edwards Business Management School/University of Saskatchewan, Saskatoon, SK

**Executive Master of Business Management** ⎜European Business School Paris, France

**Post Graduate Diploma**⎜Pearson, UK

**Associate Degree in Hospitality Management** ⎜Penn Foster College, US

**Certified Culinary Judge** ⎜World Chefs Association of Cooks Society

**National Vocational Qualification in Hospitality** ⎜City & Guilds UK

**References are available upon request**