

# SIVA KRISHNA G.V



~ Senior Level Assignments ~

## Branch Management/ F&B Operations

Industry Preference: F&B; Location Preference: Overseas

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### Key Skills

Strategic Planning

Restaurant Operations & New  
Openings of Outlets

P & L Management and reach goals

Recruitment of team towards brand

Menu R & D and development

Stakeholder & Franchise brand  
Management and KIP applied

Maintain HACCP and Hygiene  
standards & Event Planner

Invention as trend in market &  
Brand Audits Achieved as per  
ISO22000

Training & Development of staff

Team Building & Leadership



### Soft Skills

Change Agent

Collaborator

Motivational  
Leader

Communicator

Team Player

Planner



### Education

2004: B.Sc. in Hospitality and Hotel  
Administration from IHM Bangalore

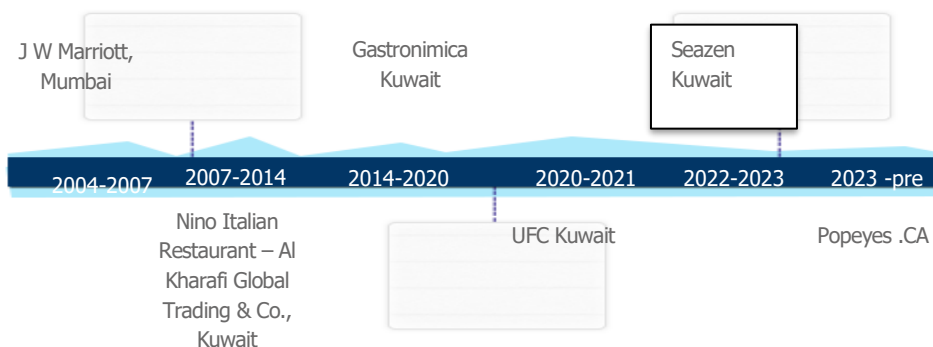


### Profile Summary

- Performance-driven professional with **over 20 years** of experience in Strategic F&B Operations, Restaurant Management, Customer Satisfaction, Training and Staff Management
- **Directing productive cross-functional teams** using interactive and motivational leadership that spurs people to give excellent results willingly
- **Strategizing the long-term business directions** to ensure maximum profitability in line with organizational objectives
- Pivotal in regulating adherence to hotel standards and introducing best practices to improve products, service levels and thereby increasing revenue
- Pivotal in **identifying underlying risks, deficiencies, and opportunities** that others missed
- Skilled in **collaborating with guests** to gather their feedback on the services provided and based on that planning further business strategies
- **Formulating business in new and growth areas and motivating people** to perform beyond their normal past established skills/ levels
- An enterprising leader & problem solver, with a strong work ethic & skills in leading personnel toward the accomplishment of common goals



### Career Timeline



### Notable Accomplishments

- Successfully Completed the **Food safety certificate** from Servsafe.
- Attained **Spirit to Serve Award** recognizing the outstanding achievements for exemplary commitment to quality service and customer satisfaction from Marriott International, Inc. Marriott Drive Washington DC in Oct'06
- Track record of being **awarded for Outstanding Performance in December 2004** and position in the 12star team
- Played an **active part in opening a management team player** in Gastronimica for all the new projects opened in Kuwait and Muscat.



### Industrial Training

- ITC Park Sheraton Chennai in 2003



## Personal Details

**Date of Birth:** 24<sup>th</sup> December 1983

**Linkedin:-**Sivakrishna GV



## Technical Skills

MS Office, Micros, Squirrel, Crunch Time, Oracle (micromanagement) Mena Me & Track Fidelio, HRMS and Social Media tools.



## Languages

English, Hindi, and Telugu.

## • Work Experience

- **2023 August -till date as a shift Manager at Popeyes Canada.**
- **2021 December- 2023 June working as Brand manager at Seazen Group Kuwait.**
- **2020 April -2021 October designated at SELECT & FLOWER LATTE as Operations Manager – UFC, Kuwait.**
- **2014 Feb -2020 March with b+f Burger – GASTRONOMICA, Kuwait.**
- **2007 May – 2014 Jan associated with Al Kharafi Global Trading and co. Kuwait.**
- **2004 June - 2007 April joined as a waiter in J.W. Marriotts**



## Roles and Responsibilities: -

### **Shift Manager – Popeyes: -**

- Being a part of the new opening outlet of Popeyes at Victoria Colewood by providing required training to the new team members as per the brand standards.
- Hands on QSR
- Working in the Kitchen to learn the preparations of food. (Seasoning, Kitchen setup, and working with fries.)
- Being a main role model of the steritech audits
- Maintaining HACCP logs, and conducting pre-shift critical cooler inventories.

### **Brand Manager – Seazen:-**

- Melanzane by the Sea event is handled under the umbrella of the Seazen group 2022-2023
- Assists in recruitment and hiring people from overseas.
- Handling different cuisines of restaurants like Arabic, Iranian Arabic cuisine, Italian and American.
- Opened little Melanzane Kiosk
- Handled outdoor set-up events during the period of Ramadan.

### **As Operations Manager – UFC & Gastronomica@ b+f Burger Boutique**

#### **UFC: -**

- Managing daily operations of the food and beverage department.
- Assist in hiring, training, and disciplining employees to achieve department objectives.
- Assist in annual budget preparation and expense management activities.
- Analyze expenditures and revenues and accordingly develop profit and loss statements for management.
- Ensure that staff follow standard operating procedures for operational efficiency.
- Conduct team meetings to discuss ongoing issues and recommendations.
- Educate staff on health department guidelines and safety and sanitation programs.
- Investigate accidents and breakages within the department and recommend corrective actions.
- Establish and enforce standards for food and beverage quality.
- Implement marketing strategies to increase sales and profitability.
- Analyze guest concerns and recommend corrective actions.
- Provide outstanding customer service and ensure customer satisfaction.
- Implement operational strategies to ensure quality and productivity.
- Ensure that facility is maintained clean, safe and organized.
- Assist in inventory management and cost control activities while maintaining high quality.
- Daily dealing and discussing with owners regarding brand development and apply the mood board required in restaurant.

#### **Gastronomica: -**

- Instituting & executing high-level restaurant strategies, making high-stakes decisions, and overcoming complex business challenges using experience-backed judgment, strong work ethics and irreproachable integrity
- Exploring business potential, opportunities as well as clientele to secure profitable business volumes
- Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members, wherein engaged in recruit, select, train, assign, schedule, coach, counsel and discipline employees

- Developing operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping
- Monitoring staff levels, wages, hours, contract labor to revenues.
- Establishing contracts and pricing and ensuring proper maintenance and serving as primary liaison with utilities and local government agencies, such as fire, health and safety
- Reviewing and approving all operational invoices and ensure they are submitted for payment
- Communicating customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints.
- Collaborating with:
  - EVP and directors to set and/or implement policies, procedures and systems and to follow through with implementation
  - Inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory
  - Legal counsel and safety department to ensure all processes remain compliant other governmental regulations
- Communicate all operating policies and issues at department meetings
- Effectively, purchasing the right equipment, maintaining solid inventory data, and reducing – rental expenses

**Waiter&As Senior Restaurant Manager: - J.W.Marriotts &Al Kharafi Global Trading and Co.**

- Created and sustained a dynamic environment that fosters development opportunities and motivates high performance among the team members
- Facilitated Overall responsibility of running the restaurant and other related activities
- Instituted upkeep of the image, standards, and principles of the organization, keeping a transparent easily accessible style of management
- Contributed towards setting operational budgets and yearly targets after discussing with the management, wherein motivated staff constantly and continuously to achieve them
- Monitored all daily aspects of restaurant operations, wherein responsible for decision-making, staff scheduling and planning, and executing daily operations of the restaurant
- Directed quality, quantity, and consistency of all the food and beverages served in the restaurant
- Managed all stocks and inventory control
- Carried out upkeep and maintenance of all the equipment and fixtures in the restaurant
- Control and approve all duty rosters, staff leaves, offs, and employee benefits.



## Professional Enhancement Schedules

- |   |  |
|---|--|
| • Spirit to Serve Training Program                                  | • 2200HACCP training attended and Lead audit as per ISO standards. |
| • Fire Fighting   | • Ecolab MSDA training attended                                    |
| • First Aid training is done in Kuwait by Medic First Aid institute | • Industrial Training in ITC Park Sheraton Hotel – 20 weeks        |
| • Did successful Course of Business English Writing (AUK)           | • Business English Writing course done by AUK in Kuwait            |

