



# JOHNNY JOY

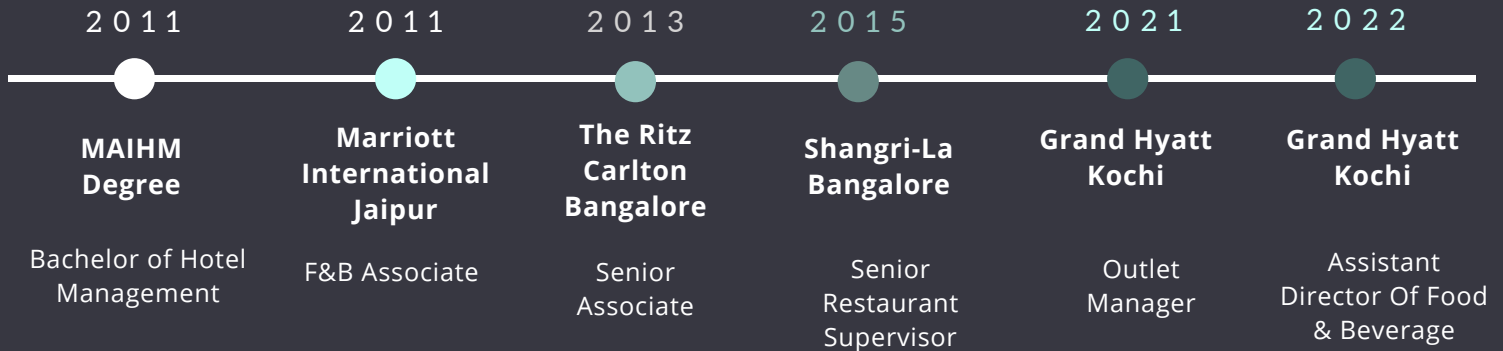
ASSISTANT DIRECTOR OF  
FOOD AND BEVERAGE

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## INTRODUCTION

Currently working as Assistant Director Of Food and Beverage in Grand Hyatt Kochi and overlooks hotel venues as division head. Overall holding 12+ years of experience in food & beverage department with 3 pre opening projects, 3 different cities and multiple designations. Have strong experience of restaurant management, bar management, banquet operations and hotel membership program. Looking for next level to enhance my skills and implement my overall experience in next project to set new benchmark.

## MY TIMELINE



## ACADEMIC HISTORY

**Sikkim Manipal University**  
**MBA 2012 -2015**  
**Retail Management**

**MAIHM**  
**Bachelor of Hotel Management 2007 - 2011**  
**Food & Beverage Service**

## REFERENCES

**Mr. Anish Kuttan**  
**General Manager**  
**Hyatt Regency Thrissur**  
**anish.kuttan@hyatt.com**

**Mr. Shoeb Mohammed**  
**Director of Operations**  
**Courtyard by Marriott Mumbai**  
**mohammed.shoeb@courtyard.com**

# CURRENT WORK BACKGROUND

## Assistant Director of Food & Beverage - Grand Hyatt Kochi

June - 2022 - present

Responsible - All Day Dining Restaurant, InRoom Dining, Lobby Lounge, Bar, Specialty restaurant, Houseboat, Grand Club & Membership Program.

### For Guest

- Ensuring exceptional customer service by providing services that are above and beyond for customer satisfaction and retention
- Empowers employees to provide excellent guest service and shares plans to take corrective action based on comment cards
- Manages day-to-day operations, drives quality, and responsible to hold top 5 position in Medallia ( guest feedback platform )

### For Business

- Monitors the department's actual and projected sales to ensure revenue goals are met as per the dedicated deadline. Responsible to generate 1.15 Billion revenue year on year
- Work with DOF&B to determine areas of concern and develops strategies to improve the outlet financial performance
- Responsible to manage 3700 membership guest database
- Understanding market dynamics to accurately diagnose strengths and weaknesses and accurate actions need to be implemented with strategies and plans to drive business results

### For Colleague

- Manage 120 direct staffs which includes associates, team leaders, assistant managers, restaurant managers and F&B sales team
- Serves as a role model to demonstrate appropriate behaviors
- Identifies the developmental needs of others and coaches, mentors, or otherwise helps others to improve their knowledge or skills
- Sets expectations and holds team accountable for demonstrating desired service behaviors

### Innovation

- Identifies opportunities to increase profits and create value by challenging existing processes, encouraging innovation and driving necessary change
- Stays aware of market trends and introduces new F&B concept to exceed customer expectations, generate increased revenue and ensure a competitive position in the market

### Additional Responsibility

- Responsible for Hyatt Dining Club membership program in Grand Hyatt Kochi.
- Responsible for Hyatt Gift Card concept implementation and execution
- Certified trainer for Hyatt and responsible to implementation of Hyatt Core Task for individual skill development