



Thor De Mendoza Gomez

Personal Information

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- Dương Tơ, Phu Quoc, Vietnam

Summary

Seasoned & passionate hospitality professional well determined to stretch boundaries and to achieve the ultimate performance of him and his team. Effective team player and leader, with ability to work under pressure and comfortable to handle openings, large scale operation and multicultural work forces. Distinctive knowledge of international luxury operations and solid experience in food & beverage operational management. Expertise in Asia, Middle East, Europe. Currently based in Vietnam as **Director Food & Beverage – Intercontinental Long Beach Resort, Phu Quoc Vietnam**

Highlight & Skills

- Pre & Post Opening.
- Problem solving & Team Building
- Operations management.
- Business Development & Attention to detail
- Strategic Marketing & PR planning
- Assertive
- Sociable
- Good presence and poise
- Strong leadership & trainer
- Perseverance & Endurance
- Languages - Spanish - Native | English - Fluent | Portuguese (intermediate) | French (Basic)
- Computer - Micros, Symphony, Opera, CA, MS Office, (Bookatable, RESPAK , Reserve Out)

Education

Hotel Management Diploma

Les Roches Marbella International School of Hotel Management - Marbella, Spain

Jan 2011 – Jun 2014

Bachillerato /High School Diploma

Colegio El Romeral, Grupo Attendis - Málaga, Spain

Sep 2008 – Jun 2010

Selectividad (university entrance examination cualification) - Málaga, Spain

2010

IELTS (English Level Examination Cualification) - Málaga, Spain

2011

Experience



Director Food & Beverage

Oct 2022 till Date

InterContinental Long Beach Resort 5***** by IHG – Phu Quoc Island, Vietnam



- o Leading the day to day operation of the F&B & Culinary department
- o Operation of 8 Outlets, 10 Leaders, 79 Service Team Members, 109 Chefs & Stewards
- o Banquet based on 6 Meeting Rooms , 1 Boardroom, Outdoor Spaces and 700 Cap Ballroom
- o In room dining for 475 Rooms & 11 Luxury Villas
- o Exec. Committee Member & Reporting to property General Manager

- o Positive Revamp on – profitability and metrics vs previous results – food cost and Iso haccp.
- o Successful activation of closed venues, events and banquet ops and activities across season.
- o Develop - Marketing strategies & tactics, Capex, Budget, Menus, Recruitment, Haccp ,Quality both metric & Ops
- o Coaching and mentoring of F&B leaders and middle management, re-establish methods.
- o Revamp, Adds & Refurbishment Projects
- o Link <https://phuquoc.intercontinental.com/vi>



Director Food & Beverage

Sept 2021 till Oct 2022

Jumeirah at Saadiyat Island Resort 5***** Luxury – Abu Dhabi, UAE

- o Leading the day to day operation of the F&B department
- o Operation of 8 Outlets, 8 Leaders, 85 Team Members
- o Banquet based on Boardroom, Outdoor Spaces and 350 Cap Ballroom
- o In room dining for 300 Rooms & 11 Luxury Villas as well as Restaurant Reservations
- o Exec. Committee Member & Reporting to property General Manager

- o Successful Reactivation of closed venues, brunch, events and banquet ops and activities across season.
- o Develop - Marketing strategies & tactics, Capex, Budget, Menus, Recruitment, Haccp ,Quality both metric & Ops
- o Coaching and mentoring of F&B leaders and middle management
- o Lieu with Corporate F&B & VVIP profile guest
- o New Venue Concept Project Opening Drive
- o Revamp, Adds & Refurbishment Projects o Drive & Implement Forbes and LQA
- o Post Covid Operations & Standard Re-Implementation across all venues.
- o Link <https://www.jumeirah.com/en/stav/abu-dhabi/jumeirah-at-saadiyat-island-resort>



Assistant Director Food & Beverage I/C

Sept 2019 till Sept 2021

InterContinental Doha Hotel & Residences 5***** by IHG – Doha, Qatar



- o Leading the day to day operation of the F&B department
- o Operation of 14 Outlets, 30 Leaders, 200 Team Members
- o Banquet based on 8 boardrooms and 7,570 sq ft Ballroom
- o In room dining for 365 Rooms & 92 Residences
- o Satellite F&B operation of Doha Golf Club complying 4 Venues, Golf Course & Doha Sport Park
- o Reporting to property Hotel Manager/General Manager

- o Lieu with EMEA Corporate F&B.
- o Lieu & POC for Outsourced venues at property such as Villa Beirut Lebanese concept
- o Dinner in the Sky Concept Project Ops Launch & First Qatar Fifa Cup Worldcup Fanzone for 30k guest
- o Revamp, Adds & Refurbishment Projects – Mykonos Deck & The Lounge Opening
- o Successful Food Home Delivery Services project for 4 venues – while venues closure from March.
- o Covid 19 Operations & Standard Implementation across all venues.
- o Isolation IRD room delivery concept up to 350 rooms, with simultaneous restaurants operations.
- o QFA & AFC Hosting – 350 Lockdown/Bubble Concept, Banquets & Restaurant Ops simultaneously
- o Develop - Marketing strategies & tactics, Capex, Budget, Menus, Recruitment, Haccp ,Quality both metric & Ops
- o Coaching and mentoring of F&B leaders and middle management
- o Link <https://doha.intercontinental.com/dining/>



Assistant Food & Beverage Manager I/C

Apr 2017 – Sept 2019

Habtoor Palace, LXR Hotels & Resorts 5***** Luxury by Hilton Worldwide – Dubai, UAE



- o Leading the day to day operation of the F&B department.
- o Operation of 9 Outlets, 16 Leaders, 90 Team Member
- o Banquet based on 4 boardrooms and 8,570 sq ft Ballroom & In room dining for 264 Rooms.
- o Reporting to property General Manager



- o Successful Launch and implementation of new luxury brand by Hilton - LXR
- o Successful rebrand process of St Regis Al Habtoor City into LXR by Hilton F&B key venues Polo Bar & W&C
- o Lieu with Owners, Ownco, third parties & F&B corporate onsite & VVIP profile guest.
- o Assisting and guiding F&B leaders in driving their areas, projects and activations while ensuring full coverage

- o Responsible for short and long term planning and the management of the F&B operations
- o Implement and maintain F&B Sales/marketing programs as well as pop up concepts
- o Drive & guide employees development. Hire, train, empower, coach and counsel, performance and salary reviews
- o Coordinate food and beverage operations with other hotel departments to ensure efficient guest service
- o Resolve customer complaints as appropriate to maintain a high level of customer satisfaction and quality
- o Implement procedures to increase guest and associate satisfaction. Quality control for both food and beverage and establish F&B department KPI's. Maintaining standards of service and ensure their implementation.
- o Performing daily walk-through to ensure full compliance with Haccp requirements.
- o Develop the Mkt strategies & tactics, Capex, Budget, Menus, Recruitment, Manning, Projects, Standard Req.
- o Aiding guest and team members on daily basis. Attending queries and engaging guest.
- o Link <https://lrxhotels3.hilton.com/lxr/habtoor-palace-dubai/>

PIC Manager / A.F&B - Dual Role – Rebranding Project of Worldcut Steakhouse at Habtoor Palace, LXR Hotels & Resorts. Flagship restaurant within Al Habtoor City Complex (Hilton, V by Curio, Habtoor Palace, LXR Hotels & Resorts by Hilton).
o Responsible of key asset rebranding while running the F&B department as I/C.

Restaurant Manager

J&G Steakhouse at The St. Regis Dubai Al Habtoor City 5***** Luxury by Marriott Int – Dubai, UAE



- o **Flagship restaurant within Al Habtoor City Complex (Westin, W, St Regis, St Regis Polo).**
- o **Team of 15 Colleagues** A la Carte Operation Up to 120 guests. **o Reporting to property EAM & GM**



- o Implementing the manpower structure reducing cost of payroll and team effectiveness
- o Responsible for P&L - create further target and strategies. Hosting VVIP Profile Guest.
- o Coordinating operation and reporting to Owners, Hotel management, Corporate and third party.
- o Driving social media platforms & guest feedback in order to reinforce restaurant exposure.
- o Minimize staff turnover by creating a dynamic of work and team building activities to boost morale, motivation and effective team work. Hands on and Strong leading by example at guest engagement on daily basis.
- o Lieu with Corporate F&B to ensure a successful business concept running – incentive scheme – menu engineering – business entrepreneurship – Lieu with third parties involvement - yearly results – P&L.
- o Ensuring highest guest satisfaction by conducting daily trainings, role plays, panel tastings, maintain highest level of service. Complying with Coyle, BSA audit related standards. Maintaining High & consistence financial performance.
- o Link <https://velvet-mag.com/a-culinary> o Link <https://www.caterermiddleeast.com>

Restaurant Manager

Hunters Room & Grill at The Westin Doha Hotel & Spa 5***** by Marriott Int – Doha, Qatar



Apr 2016 – Apr 2017



- o **Opening Project & Post opening**
- o **Hotel Signature Restaurant & A la carte Dinner** up to 120 guest per day. Team of 12 Colleagues.
- o Task Force Opening of 400 guest capacity Bubblicious Brunch & ADD Venue
- o **Reporting to DOFB** o Link <http://ohlalagemag.net/hunters>

Assistant Restaurant Manager

The Beach Bar & Grill at The One & Only Royal Mirage Hotel 5***** Luxury – Dubai, UAE



Sep 2014 – Apr 2016

- o **Assisting to drive a high-volume F&B Ops. A La Carte lunch & dinner up to 400 guests per day.**
- o **Managing a team of 30 colleagues. Outlet In charge in absence of the restaurant manager.**
- o Beach side Seafood & Steak Brasserie Restaurant. One of the Most Stylish & Romantic Seaside venues in Dubai.
- o PIC Renovation and Refurbishment while driving the F&B operation of the restaurant.
- o Link <https://www.oneandonlyresorts.com>

Jnr. Assistant Restaurant Manager MIT

The One & Only Royal Mirage Hotel 5***** Luxury – Dubai, UAE

Task Force Ops

- o Celebrities Fine Dining French Cuisine – 100guest Capacity & 15 Crew
- o Olives Mediterranean All Day Dining – 250 Guest Capacity & 25 Crew
- o In Room Dining - 3 Properties, over 600 Rooms & 37 Crew divide in 3 buildings.
- o Banquets & Events on The Palace, Arabian Court & The Residence, Atlantis The Palm – Over 80,000 sq ft
- o VVIP & Large Scale – (Rolls Royce, Piaget, IWC, Celebrities, Royals, Gov, ATM) up to 2,000 guest
- o PIC Royal Families Monthly Stay Services o Link <http://www.travellermade.com>

Concierge & FO Various Roles

The Landmark London Hotel 5***** Luxury – London, United Kingdom
 The Leading Hotels of the World - <https://www.landmarklondon.co.uk/>



Jul 2013 – Dec 2013



Banqueting & Catering Service Attendant
Hotel Melia La Quinta Golf & Spa 5***** – Marbella, Spain

Feb 2013 – Mar 2013



Chef de Partie Cold Section (Garde manger)
Restaurant & Beach Club Funny Beach – Marbella, Spain

Jun 2012 – Sept 2012



Head Waiter
Restaurant & Brasserie Rodicio El Tomillar – Málaga, Spain

Jan 2012 – May 2012



Food & Beverage Chef de Rang
Orwell's Restaurant at Crowne Plaza Hotel 4**** London-Heathrow by IHG

Jul 2011 – Dec 2011



Agricultural Field Worker
Grupo Portales Sánchez– Málaga, Spain

Jun 2010 – Sept 2010



Front Office, Golf shop, Maintenance Service
Marbella Golf Residencial S.L – Marbella, Spain

Apr 2009 – May 2009



Kitchen Assistant Commi
Restaurante Magna Café – Marbella, Spain

Jun 2008 – Sept 2008

Achievements

Intercontinental - Doha

Awarded Best Restaurant & Bar Doha by Fact Magazine – 2021
Manko, La Mar , Belgian Café, Coral
Top Revenue Me region F&B delivery concept 5 venues - 2020

Jumeirah Saadiyat – Abu Dhabi

Awarded Best Restaurant in Abu Dhabi by Fact Magazine 2021
Tean Best Middle Eastern & Mare Mare Best Italian
Achieve First Pop up Villa Boutique Cartier Abu Dhabi - 2022

LXR Habtoor Palace - Dubai

Awarded Best Afternoon Tea in Dubai by Time Out - 2019
Achieve Top #3 Festive Market Garden in UAE - 2018

Worldcut Steakhouse - Dubai

Awarded Leading Fine Dining Restaurant by Hotel & Catering News Middle East Leaders in F&B Awards 2018
Awarded Favourite Steakhouse in Dubai by Fact Magazine 2018
Awarded Best Meat Restaurant by BBC Goodfood Middle East 2019
Achieved #100 Restaurants Tripadvisor Dubai from position #8,000 in 8 months post-rebrand.

J&G Steakhouse - Dubai

Awarded Best Steakhouse in Dubai by Time Out - 2017 & 2018
Awarded Best Meat Restaurant in Middle East by BBCgoodfood - 2017 & 2018
Awarded Favourite Steakhouse in Dubai by Fact Magazine 2017
Achieved #13 on Top 100 Best Restaurants in ME by Esquire 2018
Achieved #1 Steakhouse Tripadvisor Dubai from position #15 in half year.
Achieved #40 Restaurants Tripadvisor Dubai from position #400 in half year – out of 8,200 total restaurants.

Hunters Room & Grill - Doha

Awarded Most Anticipated Restaurant in Doha by Fact Magazine 2016
Achieved Top #10 Restaurants in Qatar Tripadvisor by 1st year of operation.

One & Only Royal Mirage - Dubai

PIC Full Renovation and refurbishment of The Beach Bar & Grill – 2015
Achieve assignment VIP Service Task force Airshow Gala Dinner - 2015

Crowne Plaza Heathrow - London

100% LQA Service for mystery guest twice - 2011

Additional Information

Rugby Captain – UMA, Málaga , Spain
Food Handler's Licence – Les Roches, Spain
Car Driving Licence – Málaga, Spain
Food Handler's Licence – One & Only Dubai,
Supervisory Skills Course - One & Only Dubai
Vision & Strategy Course - One & Only Dubai
Train the Trainer Course - One & Only Dubai
HACCP Level 3 – Marriot Int, UAE

Jamon Serrano Iberico 5j Cutting Course –, Málaga, Spain
Group Head Chef at Kitchen Ops – Les Roches Marbella, Spain
HACCP & Food Hygiene Course – One & Only Dubai,
ECSI CPR & AED Course – Safety Skills Training DMCC Dubai
Wine & Spirit Education Trust – Malaga, Spain
F&B Management Forecast Training – Starwood Global

Interests

Rugby, Martial Arts, Cooking, Foodie, Sports, Cars, History, Cinema, Beach