



TRAVIS SCOTT

Innovative Hospitality & F&B Leader | Strategic Visionary | Operational Excellence Expert

Dynamic and visionary leader with over 20 years of distinguished experience in hotel administration and F&B operations across Europe, Africa, the Middle East, and ASPAC regions. Have a proven track record of steering hotel and restaurant operations to new heights through strategic leadership, innovative concept development, and efficient management. The expertise lies in optimizing operational controls, administrative processes, and financial performance to drive sustainable growth and profitability. .

☎ 9600010266

📍 Chennai

✉ d@xfresume.com

in LinkedIn

“ As a key player in the pre-opening management of high-profile establishments, proficient in F&B budgeting, forecasting, and executing impactful beverage programs. Adept at launching new restaurant concepts, curate menus aligned with brand identity and guest preferences, and spearhead successful banquet and conference events. Known for exceptional problem-solving skills, I build strong relationships and deliver superior guest experiences.

Highly motivated, excel under pressure and leverage strategic insight to enhance both top-line and bottom-line results. Expertise in hospitality management, restaurant openings, and revenue generation, combined with a strong focus on key account management and high-quality guest servicing, positions me as an asset in the industry.

VALUE ADDITION

- **Pre-Opening Management:** Successfully led the pre-opening phases of multiple venues, ensuring a seamless transition from construction to full operations. This involved conducting SWOT analyses, developing unique venue concepts, creating comprehensive operating manuals, and setting up efficient workflows and policies. I implemented rigorous safety standards, managed staff recruitment, and conducted extensive training to prepare teams for high performance from day one.
- **Strategic Initiatives & Operations:** Specialized in creating and executing strategic initiatives that drive operational excellence and achieve long-term business goals. My expertise lies in managing complex, multifaceted operations and aligning them with overarching strategic plans, ensuring cohesive and efficient operations.
- **Top Line/Bottom Line Profitability:** Demonstrated a consistent ability to improve both revenue generation and profit margins. Through astute management, strategic planning, and the identification of key growth opportunities, I implemented initiatives that enhanced financial performance, increased operational efficiency, and drove sustainable profitability.
- **Hotel Administration:** Proficient in managing all administrative aspects of hotel operations, ensuring smooth and efficient daily functioning. My responsibilities spanned financial oversight, staff management, policy implementation, and guest relations, all aimed at maintaining high standards of service and operational consistency.
- **Food & Beverage (F&B) Operations:** With deep expertise in managing F&B operations, I oversaw everything from menu design and concept development to ensuring operational efficiency. My approach consistently maximized guest satisfaction while maintaining profitability, ensuring that food and beverage offerings aligned with both market trends and business goals.

ACADEMICS

2002

Academics from Oriental School of Hotel Management

2002

International Certified Studies from the Education Institute of the American Hotel and Lodging Association

BUSINESS PROCESS

- Hospitality Management
- Restaurant Opening
- Menu Development
- Costing/Budgeting
- Task Management & Prioritization
- Statutory Compliance
- Vendor Management
- HR & Administrative Functions
- Procurement
- Inventory Control
- Contract Management
- Event Management (Pop-Up's, Live)
- Marketing Promotion & Launch

TANGIBLE IMPACT

- **2018:** Opened “Beach House” restaurant with 120 covers, reducing price margins by 2% compared to competitors. Achieved 98% profitability on cocktails with a 6-9% beverage cost.
- **2017:** Increased banqueting revenue by 21% & overall financial growth with a 15% rise in top-line revenue & 34.3% GOP.
- **2017:** Doubled average food check to \$40 by transitioning from à la carte to live stations and rotational set menus.
- **2016:** Attained a customer satisfaction benchmark with over 70% positive feedback and a Gallup mean score of over 4.2.
- **2014:** Achieved a 14% increase in top-line revenue and a 27% GOP year-to-date.
- **2018:** Launched Pop-up Nightclub “CLSTR” in collaboration with a partner, generating \$150K in six months.

CAREER TRACJECTORY

Since 2023 | Director F&B | Park Hyatt Nairobi Westland's

As the Director of Food & Beverage, responsible for overseeing all aspects of food and beverage operations within a hospitality or restaurant setting. The role involves strategic planning, financial management, and ensuring high-quality service delivery. I play a pivotal role in shaping the culinary direction of an establishment, ensuring that every guest has an exceptional dining experience while meeting the financial goals of the organization.

Key responsibilities :

- **Pre-Opening Involvement:** Actively participate in the pre-opening of the property since 2023, including positioning statements for restaurants and bars, and developing concepts.
- **Operational Planning:** Plan and direct the administration and operations of the Food & Beverage department to meet daily operational needs while adhering to company brand standards.
- **Strategy Implementation:** Develop and implement F&B strategies that align with organizational goals to enhance guest experiences and drive profitability.
- **Financial Performance:** Manage the F&B budget, monitor expenses, and analyze financial reports to ensure cost control and revenue growth. Develop operating budgets for each revenue outlet, taking corrective actions as necessary to meet budget goals.
- **Quality Assurance:** Ensure high standards of food and beverage quality, service, and marketing to maximize profits and provide outstanding customer service. Maintain compliance with health and safety regulations and ensure staff training in service excellence.
- **Menu Development:** Collaborate with chefs and culinary teams to design and update menus reflecting current trends, seasonal ingredients, and customer preferences, while approving menus proposed by the Executive Chef for all outlets and special events.
- **Banqueting Operations:** Build a strong banqueting operation by developing and implementing a successful catering, convention, and meeting plan for an 800-seat convention and entertainment center.
- **Service Standards and Training:** Restructure service standards, training manuals, and food presentation, including portion controls and recipe cards, to enhance operational efficiency and guest satisfaction.
- **Team Leadership:** Recruit, train, and mentor F&B managers and staff, fostering a positive work environment that encourages teamwork and high performance.
- **Vendor Management:** Establish and maintain relationships with suppliers, negotiate contracts, and ensure the procurement of quality products at competitive prices.
- **Marketing and Promotion:** Collaborate with marketing teams to create promotional campaigns and events that attract guests and enhance brand visibility.
- **Guest Relations:** Engage with customers to gather feedback, resolve issues, and ensure memorable dining experiences, fostering loyalty and repeat business.
- **Operational Efficiency:** Streamline processes and improve operational workflows to enhance service delivery and reduce waste.
- **Reporting and Analysis:** Monitor F&B performance metrics, prepared reports for senior management, and utilized data to inform decision-making and drive improvements.
- **Staff Retention:** Significantly reduce management and staff turnover through effective leadership and operational improvements.

2021 to 2023 | F&B Specialist | F&B Lead | | Park Hyatt Maldives, Hadahaa

- **Resort Operations Management :** Ensured seamless operation of the resort's 36 land villas and 14 overwater villas. Drove average F&B checks growth of 8.5% YTD by leveraging opportunities in venues and bars.
- **Culinary Strategy and Innovation :** Implemented a change in approach for menu offerings and pop-up events, tailored to current trends and guest demographics. Managed international and regionally-inspired cuisines across three à la carte restaurants: The Dining Room, The Island Grill, and Koi @ The Drift.
- **Guest Experience Enhancement :** Exceeded guest expectations through the "Luxury is Personal" philosophy, contributing to average checks growth.
- **Collaborative Events and Experiences :** Collaborated with "Park Hyatt Masters of Food & Wine", engaging in a global series of seasonally and locally-inspired events. Gained 360-degree exposure to the stunning reef surrounding the largest atoll in the world, enhancing the resort's unique offerings.

2021 –2022 | Director – Food & Beverage | The Grand, New Delhi

- **Property Management:** Oversaw a property with 382 elegantly designed rooms and 6 dining destinations, ensuring seamless operations and high standards.
- **Revenue Generation:** Responsible for achieving an overall F&B revenue of \$4.3 million, focusing on marketing strategies to promote venues and enhance revenue.
- **Collaboration:** Worked closely with business partners to implement initiatives that drive sales and attract guests.
- **Financial Oversight:** Prepared the annual operating statement for the entire F&B operation, along with budgeting and forecasting, to optimize financial performance.
- **Strategic Management:** Utilized financial insights to effectively manage the property, ensuring that F&B revenue remained robust and aligned with business objectives.

2019 –2020 | Director – Food & Beverage | Hyatt Regency Nha Trang, Vietnam

- **Business Management:** Managed a \$5.5 million business, enhancing brand visibility for Hyatt Regency through strategic cross-property promotions to increase product and service awareness.
- **Strategic Planning:** Conducted comprehensive SWOT analyses and led pre-opening meetings to align goals and expectations across teams.
- **Financial Oversight:** Handled costing, budgeting, and expense management to restore profitability within the restaurant, ensuring a balanced financial approach.

- **Marketing Coordination:** Developed annual marketing calendars for F&B venues and bars, ensuring consistent promotional efforts and engaging presentations to boost visibility.
- **Documentation and Training:** Authored operating manuals, venue concepts, and conducted table-top presentations to facilitate effective training and operational consistency across the team.

EARLIER EXPERIENCE

2018 – 2019 | Food & Beverage Manager | Grand Hyatt Amman, Jordan

- **Leadership and Team Development:** Managed a 312-room property with annual revenue of \$6.2 million, leading the development of cross-functional teams across three venues to enhance sales performance and profit-and-loss understanding.
- **Revenue Generation:** Drove revenue through banqueting operations and off-premises catering, effectively utilizing the 3,000 sq.m exhibition space of the Expo Exhibition and Conference Center.
- **Innovative Concepts :** Successfully launched a pop-up nightclub, "CLSTR," generating \$150,000 in revenue over six months, showcasing creativity in venue offerings.
- **Financial Management:** Responsible for planning, forecasting, and budgeting to ensure financial targets were met while maintaining operational efficiency.
- **Partnership Development:** Established key partnerships with food and beverage companies and hosted collaboration events, leading to a 20% increase in monthly budgeted revenue through strategic alliances and promotional activities.

2016 – 2018 | F&B Manager | Park Hyatt Zanzibar, Tanzania

- **Innovative F&B Concept Development:** Played a pivotal role in the pre-opening of the "Beach House" restaurant, creating a unique dining experience that integrated storytelling and attracted diverse market segments.

2005 – 2016 | Park Hyatt Dubai, UAE

- **Professional Development:** Attended Food and Beverage Conferences in London and Dubai in 2015, gaining valuable insights into marketing strategies, storytelling, and effective venue/bar positioning.

2002 – 2004 | Park Hotel, New Delhi

- Led and optimized operations across venues, bars, and banqueting, overseeing the seamless integration of service and revenue strategies.

TRAININGS UNDERTAKEN

- Certified by Hyatt International as a Departmental Trainer for the Food and Beverage department
- Certified in WSET (Wine and Spirit Education Trust) level 1 foundation
- Attended Training on Micros (POS systems)
- Hyatt on Group Training
- Hyperion and Budgeting training
- Hyatt – IDEAS platform
- Revpash – "Revenue per available seat hour"
- Online learning of Hospitality management course from Harvard
- Online Hotel & Business administration trainings related with Hospitality / Food and Beverage from Harvard