



KAFRAWI YULIANTONO

HOTELIER

Born 7th of July 1974 in Indonesia

Home Address

JL. PALEM KUNING XVII BLOCK /I-16 NO: 09

BOULAVERD HIJAU – KOTA HARAPAN INDAH BEKASI - Indonesia

E-MAIL: [REDACTED]

Current Office Address

Luxury Lilybeach Resort & Spa

Huvahendhoo

South Ari atoll

Maldives

Food & Beverage department Office

F&B Director

MOBILE: [REDACTED]

MOBILE: [REDACTED]

E-MAIL: [REDACTED]

PROFILE

Born and raised in Indonesia, happy, workaholic and have very high standard motivated with a can do mentality

Currently I am working in one luxury resort in Maldives Lily Resort and Spa PTE as Food & Beverage Director,

I have been working in Hospitality industry for 16 years in several five-star and luxury hotels and resort award-winning hotels in Jakarta, Bali, Maldives, the Middle East and British West Indies.

Experiences working in Four Seasons properties in Jakarta, Four seasons Maldives, Parrot Cay Resort British West Indies, Sheraton, JW Marriott, and Accor Hotels, in food and beverage included establishing Butler Service for high profile guest, and guest service agent, and Housekeeping.

On my hotel operation career path, I had involving to mostly as Pre opening team in New Luxury Hotels and resort in Jakarta, Maldives, Nusa Dua Bali and private residences own by Hollywood movie stars **Bruce Wills & Demi Moore Residence in British West Indies**

My current objective is to looking for more challenging about managing all aspects in Food and Beverage and general hotel operation, Private Residence, Private Yacht, Private Ranch and ready all the time prepare myself to manage luxurious place like resort, Hotel, in the near future.

KEY KNOWLEDGE, SKILLS & EXPERTISE

As professional hotelier management and administration of work closely to creating, analyzing and implementing SOP, Creating the Menu food & beverage
Managing Residence, working with team in House, chef, gardener, driver, and guards
Experiences in handling and involving design –to- cost –to design management
Leveling and review standard of service to achieve goal in every quarter

Work with multinational team and able to interact with different culture, can adapt new standard, meticulous and specific, recognized to be responsible, committed and high focus team leader with proactive approach, able to establish trust and build good report to my superior within deadline, good knowledge of Microsoft package as well

CAREER HIGHLIGHTS

Regent and Four Seasons Hotel Jakarta

- Being part of Pre-opening team as train the trainer in Food and beverage service
- Being selected for transfer program as opening team for new four seasons

Four Seasons Maldives

- Involving as pre-opening team for four seasons Maldives
- Assisting to set up standard set up and service for restaurant, club and Presidential Suite
- Assisting to creating, train and be body train of SOP as the head office

Parrot Cay Resort British West Indies

- Assisting to creating SOP for House Keeping Residence
- Assisting to creating SOP for Gardener, and chef in house
- Managing the Whole residence and restaurant
- coordination with team Residence to achieve goal

Swiss Bel Hotel Jakarta

- Creating and analyzing the SOP for Restaurant, and bar service standard
- Working close with HR department to interview, and selecting new staff

Sheraton Bandara

- Reviewing the update SOP and implementing to new staff hired
- Involved in setting budget plan

JW Marriott Hotel

- Assisting to creating the menu and meeting package
- Train the team as per JW Marriot standard
- Hiring new candidate, and casuals for any event

Sofitel Bali Nusa Dua Resort

- Road Show to hiring the best people in town
- Involving as team succeed for APEC 2013 event, Setting the Menu for food and beverage

WORKING EXPERIENCES

Food & Beverage Director

Luxury Lily Beach Resort & Spa Maldives

October 2015 till present

RESPONSIBILITIES

- Achieves budgeted revenues and expenses and maximizes profitability related to the food and beverage department.
- Assists in creating and implementing and maintaining local and national sales/marketing programs.
- Develops with Outlet Managers financial and operational plans for the food and beverage department, which support the overall objectives of the hotel.
- Assists and participates in the preparation of the annual hotel budget.
- Increases level of guest satisfaction by delivery of an improved product through employee development,
- Manages in compliance with established company policies and procedures.
- Manages in compliance with local, state and federal laws and regulations.
- Maintains procedures for credit control and handling of financial transactions.
- Maintains inventory control procedures.
- Receives departmental relates guest complaints and ensures corrective action is taken
- Recruitment and development of employees; hire, train, empower, coach and counsel, performance and salary reviews, resolve conflict through fair treatment policy, discipline and terminate as appropriate.
- Assists to develop, recommend, implement, and manage the division's annual budget, business/marketing plan forecasts and objectives to meet/exceed management expectations.
- Implement and manage all company programs to ensure compliance with the SOP's and LSOP's; to include safety and sanitary regulation, all federal, state and local regulations to ensure optimal levels of quality service and hospitality are provided to the guest.
- Marketing of the Food and Beverage outlets; develop and manage the implementation of menus, package deals, promotions, displays, decorations, and presentations within corporate guidelines to capture more in house guests and a larger share of the local market to meet/exceed sales and financial goals and objectives. Develops the annual F&B marketing plan
- Manage the maintenance/ sanitation of the Food and Beverage areas and equipment in the hotel to protect the assets, comply with regulations and ensure quality service.
- Resolve customer complaints as appropriate to maintain a high level of customer satisfaction and quality.
- Outstanding knowledge of F&B product and high end service levels

Assistant of Food & Beverage Director

Sofitel Bali Nusa Dua

July 15th, 2013 – July 15th 2015

RESPONSIBILITIES

- Responsible for the co-ordination and operation of all F&B operations and reporting to Dir of F&B
- To administer these operations according to Hotel's policy and to the satisfaction of guests as Accor Standard

- Responsible for achieving Budgeted Sales figures as well as the set departmental income margins on food and beverage.
- Responsible for achieving the set standard of service in all F&B outlets.
- Responsible for preparing periodical forecasts for all food and beverage areas concerning sales forecasts, costs, policies and ideas for the future.
- Responsible for creating and developing an F&B product in co-operation with the various Managers & the Head Chef.
- Responsible for the regular stock take of glass, silver and china.
- Responsible for approved and booked activities. Maintains liaison with all Management team members, to ensure proper handling of convention and banquet in-house and off-site obligations.
- Responsible for the distribution of all information concerning forthcoming events.
- Attendance and participation on all F & B meeting and Department Head meeting.
- To assist in menu planning and pricing.
- Development and maintenance of department manual.
- Assure bar inventory for functions, including opening and closing inventories, accurate bar summaries and cash deposits are prepared.
- Assure the maintenance of bar control policies.
- To establish a professional working relationship with line managers, being an example in terms of attention to detail, personal courteous service to guests, sales awareness and the usage of one's initiative. Candidate's Profile

Banquet Operation Manager

JW Marriott International Hotel - Indonesia
(Hospitality industry)

December 5th 2011 – June 5th 2013

RESPONSIBILITIES

- Consistently offer professional, friendly and engaging service
- Lead and manage the Banquet team in all aspects of the department and ensure service standards are followed
- Address guest concerns and react quickly and professionally
- Train Supervisors in the absence of a trainer
- Balance operational, administrative and Colleague needs

- Conduct regularly scheduled departmental meetings
- Work closely with the Culinary and Stewarding team to ensure all banquet meeting requirements are in place
- Work with the Conference Services & Catering department to ensure that revenues and guest satisfaction levels are maximized
- Manage the departmental budget
- Follow outlet policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Other duties as assigned

Banquet Operation Manager and Restaurant Manager

Sheraton Hotel Bandara

(Hospitality industry)

June 8th 2010 -September 15th 2011

RESPONSIBILITIES

- All areas of guest service and core standards including the creation of new ideas to assist with the continued development of Sheraton 's image as a leader in food and service offerings and as a meeting destination.
- Daily supervision, coordination and direction of all colleagues.
Ensure great leadership coverage in Banquets throughout

- Ensuring all functions maintain a first class and positive visual impact; including ambiance, cleanliness, orderliness, décor and service flows.
- Maintaining high staff morale and team spirit within the banquet department.
- Leading and coaching all colleagues and leaders in the banquet services department.
- Overall recruiting, staffing and scheduling ensuring adequate staffing levels to satisfy guest needs.
- Establish and implement 5 star service levels.
- Create and implement colleague-training initiatives.
- Implementing meeting and conference service standards.
- Creating and implementing a preventative cleaning and maintenance program of all banqueting areas & equipment.
- Adhere to all budget guidelines that are established for each event.
- Work together with the culinary & stewarding team to ensure that all food service meets or exceeds guest expectations and to promote teamwork as a strong component of the daily service culture.
- Work with the Stewarding team to ensure that all equipment needs are met and all equipment is properly maintained.
- Finding creative solutions and proactively solving problems in order to meet a demanding client base.
- Creation and implementation of guest preference programs.
- Actively involved on a day-to-day basis with creative buffet décor and establishing new ideas.
- Working with the Conference service & catering department in order to ensure that revenues and guest satisfaction levels are maximized.
- Promote a healthy & safe working environment.
- Monitoring and continued development of Food & Beverage controls.
- Working alongside multinational guests with diverse expectations.

Restaurant and Outlet Manager

Swiss-bel Hotel Mangga besar Jakarta

May 10th 2009 - April 2010

RESPONSIBILITIES

- Initiatives to aid with the continued development of the Swisbell positioning as Restaurant Manager in Food & Beverage service and as a Food and Beverage destination.
- Ongoing control and enhancement of quality standards and guest service.
- Daily supervision, coordination and direction of the outlet colleagues and leaders, anticipating and ensuring prompt, courteous service.
- Ensuring that the Restaurant Bar maintains a first class and positive visual impact including; ambiance, cleanliness, orderliness, décor and service flows.

- Working together with the Food & beverage Manager, Assistant Director, Food & Beverage and Culinary to develop new menu ideas and promotions.
- Working with the other team to create new ideas and promotions resulting in increased opportunities for Food & Beverage Sales.
- Working with the kitchen, stewarding and all bar leaders to ensure and promote that teamwork is a strong component of the daily service culture.
- Overall recruiting, staffing and scheduling ensuring an adequate balanced staff and leadership level while maintaining forecasted productivities.
- Ensuring a safe and healthy work environment for all guests and colleagues.
- Monitoring and continued development of food & beverage controls.
- The continuous development and performance management of all colleagues and leaders
- Facilitating Reach and setting SMART goals for all colleagues.
- Ensuring all training processes are set up and maintained for all leaders and colleagues.
- Champions all topics referring to ice cream and coffee for the department
- Conducts a motivating line-up for each shift in the absence of the
- Ensures that service standards are being met or exceeded by all colleagues.

Banquet Operation Manager

Le Grandeur Hotel – Indonesia (Hospitality industry)

Responsible for 6 Meeting Rooms and 1 Ballroom

August 21st 2008 – February 15th 2000

RESPONSIBILITIES

To supervise all phases of all type of banquet functions, Coordinate activity on a daily basis. Banquet supervisor should also oversee banquet event and ensure that all service standards, departmental policies are followed by banquet staffs. Act as a single point of contact with the banquet host during the banquet function.

- Meet and greet guests
- Oversee catered functions, in house and off site.
- Responsible for making the function space visually appealing and presenting the menu offering for the event.
- Responsible for the overall sanitation and cleanliness of the work areas, banquet rooms and storage areas.
- Responsible for the proper usage and good working order of all equipment, furniture and fixtures in the Banquet and Catering Section in the shift assigned.
- Responsible for consistently implementing the service standards and operating procedures in the banquet and Catering service.
- Provide excellent customer service and ensure customer needs are met.
- Provide unique and creative ideas to enhance meetings & group experience.

- Should possess in depth Knowledge of Food and Beverage preparation and presentation.
- Supervise events and team members throughout service.
- Guide the Banquet servers in set up of tables and place settings.
- Be familiar with all current and upcoming event details.
- Resolve staff and customer concerns quickly and efficiently.
- Co-ordinate with the Kitchen and housekeeping department.
- Scheduling of banquet staff, prepare weekly duty chart to correspond with banquet functions and manage labour for monthly.
- Assist and support the Conference Services Manager to provide excellent guest service
- Organize Transportation of food and equipment to offsite catering events.
- Should have experience in operating sales and catering software's like Opera S&M, Protel Banquet, Delphi etc
- Should have experience in operating POS (point of sales) Software's
- Responsible for monthly inventory, consumption spreadsheet and banquet staff labours.

Personal Assistant

Como Shambhala Residence – Bali

(Privately Held; Hospitality industry)

Responsible for 7 Presidential Suite Room, and 12 Villas

August 10th 2007 – July 10th 2008

RESPONSIBILITY

- Receiving VIP guests.
- Maintaining the operations of the household and/or running personal household tasks for clients or the employer.
- Supervision of service vendors.
- Arranging travel plans for the employer as well as the household guests.
- Maintaining household security.
- Assisting in cooking as well as serving meals and drinks to guests.
- Arranging the table for serving meals.
- Drawing household budgets.
- Keeping wine cellars and having knowledge regarding fine wines.
- Offering general valet services.
- Managing various supplies in secondary dwellings.
- Hiring and supervising junior staff.
- Setting maintenance programs for miscellaneous equipment within a hotel or resort such as planes, boats and stables.
- Managing housekeeping duties.

Head Waiter and Private Butler

The Royal Hashemite Court of Jordanian
(National Palace)

June 2nd 2004 – June 2nd 2007

RESPONSIBILITY

- Responsible for 4 Palace Ballroom (Nadwa, Ragadhan, Basman)
- Train the waiter for food parade and serving VIP guest
- Dealing with and Organizing desert outdoor event
- Responsible and conducting for general service briefing
- Crating the schedule for Palace event
- Leading the general cleaning the Palace ballroom
- Dealing with Palace guest during their stay
- Supporting the housekeeping and public attendant team to maintained the Palace and ballroom area
- Work closely with palace director due to implement Service standards
- Review for any casuals and temporary workers
- Creating VIP guest history file for their next visit
- Serving food and beverage in Palace and Villa

Resort Butler

the Parrot Cay Resort at Provincials British West Indies
(Privately Held, Hospitality industry)

February 20th 2000 – May 17th 2003

Key duties:

- Oversee the general operation of the home
- Responsible of planning, organizing and coordinating the daily function of the household and coordinate with Hotel operation
- Arranging appointments, scheduling and supervising home maintenance projects and house works
- Paying household bills and completing any other requested administrative tasks
- In charge with keeping the household budgets and inventory supplies
- Assist with staff training and organizes the duties and schedule of domestic staff
- Coordinates with other staff as well with other parts of the employer`s organization
- Liaise with real estate agents regarding rental of the property , follow up on rental request and supervise the reception of visitors and clients
- Represent the Residence when owners are not present

Look after Very high profile guests and politician

- Ong BS (CEO HPL)
- Christine BS Ong (Owner of COMO Group)
- Robert Earl (CEO Planet Hollywood)
- Steven J Green (Ex US Ambassador of USA for Singapore)
- Donna Karran -DKNY (Super designer)
- Donnatela Versace (Designer)
- Bruce Wills (Actor)
- Ben Afflec (Actor)

- Jenifer Lopez
- Ralph Fiennes (Actor)
- Bob Hoskin (Actor)
- David Copperfield (Magician)
- Paul Todor Jones II (Tudor Investment)
- Tengku Idris Syah (Sultan of Malaysia)
- Jhon Corzin (US Senator)
- Keith Richards (Guitarist the Rolling Stones)
- John Maelencamp (Singer)
- Demi Moore (Actress)
- Estella Warent (Actress)

Food and Beverage Acting Supervisor

Four Seasons Resort Maldives at Kuda Huraa

As Reef Club and Presidential Suite Server.
(Hospitality industry)

November 10th 1998 – February 6th 2000

RESPONSIBILITY

- Consistently reflects the Four Seasons & Resorts philosophy by providing the highest quality of service to our guests. lead by example by always adopting a positive attitude to keep the team spirit at it's highest.
- Greets with a smile at all times guests or colleagues, anywhere in the hotel.
- Has pride in his/her appearance and personal hygiene, making sure that his/her uniform and shoes are always of the highest standard.
- Ensures that all guests leave the outlet with a lasting positive experience and impression of the outlet.
- Manages and ensure smooth and efficient operation of the outlet together with the Food & beverage Manager, The Fairmont Makkah. To ensure that any guest dissatisfaction is handled appropriately, making sure that the guest leaves with a positive impression.
- Checks on guest satisfaction through table visits and effective guest relations.
- Stresses the importance of personal cleanliness and grooming, and to ensure that colleagues do not deviate from the prescribed uniform.
- Supervises and check the work performance of subordinates and their grooming standards.
- Consistently is on the lookout for ways and means to improve the outlet.
- Ensures that the outlet is kept consistently clean in line without Health and Hygiene Standards.
- Liaises with the Kitchen and Management with regards to the operation of the outlet.

- Promotes a good relationship with first-time and regular guests, ensuring total guest satisfaction whilst building up a regular client base.
- Handles any guest feedback effectively and in line with established standards.
- Utilizes every opportunity to provide “WOW” experiences to all the guests who visit the outlet.
- Maximizes sales and profit by providing excellent value and service.
- Ensures that all staff are trained in the art of up selling in order to maximize sales.
- Helps to control the food and beverage cost of the outlet by ensuring strict portion control and preventing any wastage or pilferage.
- Exercises adequate controls in order to cut down breakage of chinaware and manpower.
- Ensures that all furniture, equipment, utensils and silverware are accounted for at all times, and used in the correct manner.

Food and Beverage Server

Four Seasons Regent Jakarta

As Banquet Server and has been transferred to fine dining Restaurant.
(Hospitality industry)

September 10th 1995 – November 8th 1998 (Has been transferred to Maldives for Opening team)

RESPONSIBILITY

- Works as a station waiter knowing daily special (promotion) and non-available items for the day and also make sure he/she is familiar with the dishes.
- Prepares and make ready his/her station at the beginning of his/her shift, e. g: All the tables laid with proper set-up (knife, fork, b&b plate, b&b knife, placemat, napkin, sugar, ashtray, flower vase, S&P), station ready with water, coffee/tea, milk and station mise-en-place (standard).
- Receive the guest with a smile; bread and butter to be served respectively.
- Takes the order recommending mocktail of the month and drink available for the day before taking food orders and make sure drinks are served immediately.
- Promotes sale of extras such as salad, buffet specials and asks the guest if they wish another drinks when the first is over.
- Make sure that all guests in his/her station have been taken good care.
- Presents menu for dessert at the end of the meal and checks with the guests whether they were happy with the food.
- Collects all the orders from the kitchen and serves to the tables on time ensuring that the correct utensils for the food have previously been laid.
- Keep his/her station clean of dirty dishes.
- Replenishes cutlery and crockery in his/her station as required, reporting any deficiencies beyond his/her control to the Captain.
- Ensures that all the extras (salad, tea, coffee, pastries) are added to the checks.
- Before guests leave the Restaurant helps them to pull the chair and thanks them for coming to The Seasons Restaurant and also to welcome them back.
- Aids in the training of any new staff and sets a good example. Direct the guests to various facilities in the hotel.

- Attends all training subject to the service staff and follows all the rules and policies of the hotel and carries out any job given by the Supervisor.

Height: 170 cm

Weigh: 73 kg

With Regularly following medical check in every 3 months

Not Smoker

Holding : USA VISA B1/B2 Valid till 2018