

Sameer Kolbekar

+1-647-621-8826 • sameerkolbekar9@gmail.com • Toronto Canada

Summary

Dynamic and results-driven Hospitality Leader with over 8 years of experience in luxury hospitality. Proven track record in leading high-performing teams, optimizing operations, and delivering exceptional guest experiences. Advanced knowledge of Event / food & beverage operations combined with strong leadership skills enable me to elevate standards and drive financial performance. My achievements include reducing expenses by 15%, increasing revenue by 30%, and implementing sustainable practices. Fluent in English. Committed to creating memorable experiences and fostering a positive work environment.

Experience

06/2024 - present

General Manager, **The Park – Steakhouse & Wine Bar**, Mississauga, Ontario

- Oversee all Food and Beverage operations for a high volume, upscale steakhouse known for premium cuts, fine wines, and exceptional guest experiences.
- Developed and launched seasonal menus that elevated guest satisfaction and increased average check to \$ 130 per guest.
- Drove a significant year-over-year revenue increase of nearly 98.5% through strategic menu development, improved guest engagement, and operational efficiency.
- Directed P&L management, budgeting, and capital projects to drive overall profitability and operational excellence in a high volume, upscale Steakhouse.
- Directed The Park's social media and marketing presence, increasing engagement and online reservation by over 40%
- Built strong partnerships with influencers and community members to strengthen brand visibility and attract new guests.
- Configured and Optimized Open Table's back end settings, including floor plans, time slot parameters, pacing algorithms to align with service flow and guest demand patterns.
- Oversaw private dining and event operations, contributing to steady monthly growth.
- Ensured full compliance with Ontario Health, safety and Labor regulations, maintaining a spotless inspection record.
- Oversaw Wine program and inventory management, coordinating orders and pricing with up to 10 vendors to maintain premium selections and profitability.
- Played a key role in establishing The Park Steakhouse as one of the highest rated restaurant in the GTA, maintaining an impressive 4.8 star rating on Google and Opentable.

10/2023 – 06/2024

Hospitality Director, **Compass Group Canada – CIBC Square**, Toronto, Ontario

- Successfully managed Event operations department consisting of 35,000 sq. ft. of Event space with annual 2000+ Corporate and social Events ranging in size of 75-700 guests.
- Led a Team of 50+ staff members including Hospitality Managers, Supervisors, Events Concierge, servers, Bartenders etc. providing training, mentoring and performance evaluation to ensure high quality service delivery.
- Achieved a 95% guest and client satisfaction rating through continuous training and development of staff in exceptional service.

- Oversaw compliance with Health and safety regulations, maintaining a clean and safe environment for guests and staff.
- Collaborated with HR department to facilitate WSIB claims management and return-to-work programs for injured Employees.
- Conducted interviews, screened candidates, and made hiring decisions in accordance with operational needs and budgetary constraints.
- Hosted weekly Event operations meetings with the Management Team, Bookings Teams and other Key Members.
- Oversaw payroll processing and administration for all the employees, ensuring accuracy and compliance with labor laws.
- Oversaw floor operations, service quality and Lead the Operations Team for seamless Event execution.

12/2019 – 08/2023

Senior Event Manager, **OE Banquet and Conference Centre**, Oakville, Ontario

- Managed the operations of the 15,000 Sq.ft. Event Space, oversaw a team of Sales & event coordinators, Supervisors, AV technicians, Caterers, Housekeeping, Event Vendors and Maintenance.
- Implemented cost-saving measures resulting in a 15% decrease in expenses
- Developed and implemented training programs, resulting in a 20% increase in staff productivity
- Collaborated with the Caterers to create seasonal menu offerings, resulting in enhanced guest satisfaction and increased revenue
- Conducted professional tours and presentations aimed specifically at engaging a diverse range of clientele
- Negotiated and managed all the logistical arrangements including Venue rental and Vendor's contract, Catering, Entertainment and Audio visual
- Renewed all Business Licenses in timely manner
- Managed pricing policy of the property and ensured proper payments for services were rendered, and executed sales and marketing plans to enhance revenue
- Instituted budget efficiencies, payroll facility expenses while ensuring the continuation of high-level of customer service.

05/2019 - 12/2019

Assistant Food and Beverage Manager, **The St. Regis Toronto**, Toronto, Ontario

- Assisted in daily operation of Events, Private Dining and Honor Bar Department by overseeing all culinary execution & service-related tasks to ensure quality, standards, expectations are met & surpassed
- Ordered and purchased Equipment and Supplies
- Reviewed Staffing levels to ensure that all operational needs are met & within financial budget
- Practiced the Brand's service culture & used this principle in daily operations to foster an environment that lives up to The St
- Regis service expectations
- Successfully managed and lead team during Toronto International Film Festival (TIFF) hotel buy outs by leading Hollywood Film production companies to accommodate celebrities which generated an average daily revenue of over 56 thousand dollars
- St
- Regis Toronto ranked at # 4 – Top Luxury Hotels in Canada, ranked # 9 of Top 25 Hotels in Canada and ranked # 25 of top 25 hotels for Service in Canada by The Trip Advisor
- The St. Regis Toronto holds AAA/CAA 5 Diamond status

02/2018 - 05/2019

Assistant Outlets Manager, **Toronto Marriott City Centre**, Toronto, Ontario

- Assisted in Daily Operations of 200-seat Restaurant and lounge, 13,000 Sq.ft. of Banquet meeting space including 4 Stadium Sky Boxes and In Room Dining located in the World's only 4 Diamond hotel in a Major league sports and entertainment venue, The Rogers Centre
- Managed Restaurant bookings and Private events through website during Major League Baseball Season and Live Music Concerts with 350 plus daily covers and average daily sales of \$12-15 thousand dollars
- Increased team morale by sharing GSS feedback, acknowledging hard work, instilling accountability and conducting Pre Shifts
- Handled guest's complaints independently by using a sincere and personable approach
- Successfully Managed Skyboxes, Dinner Functions and Corporate Meetings and tradeshow
- Conducted Weekly walkthrough of all the areas of Food & Beverage and prepared a checklist to report any repairs and reduced revenue losses and guest complaints.

01/2017 - 02/2018

Food and Beverage Supervisor, **The Westin Toronto Airport**, Toronto, Ontario

- Assisted with Daily Operations of a Breakfast restaurant, Lounge and Bar, Starbucks, Banquets operations and In Room Dining
- Successfully developed Westin Handcrafted Cocktail Menu and Summer Cocktail Menu for Bar & Lounge
- Increased GSS scores for Restaurant service up to 85.6 %, Ranked no
- 2 among all the Westin properties in North America
- Coached and mentored new employees in policies and appropriate procedures
- Managed scheduling of up to 30 plus employees.

10/2015 - 12/2016

Food and Beverage Associate, **The Ritz-Carlton Hotel**, Toronto, Ontario

- Maintained inventory control of food and beverage supplies
- Emotionally engaged with the guests and created memorable experiences
- Trained by the Forbes hotel services standard trainer
- Arranged amenities in the guest room in a professional manner
- Experienced in busiest events like NBA all-star and Tiff
- Improved service and ensure more efficient operation by recommendations
- Awarded Employee of the month.

05/2015 - 01/2016

Food and Beverage Associate, **The Park Hyatt**, Toronto, Ontario

- Performed opening and closing procedures ensuring all the tasks were completed properly
- Communicated with the kitchen about menu, the length of wait, re-cook orders and product accessibility.

Education and Training

12/2014

Post -Graduate in Hospitality Management

Lambton College, Toronto, ON

05/2012

Bachelor's Degree in Hotel Management

Rizvi College, University of Mumbai, Mumbai, Maharashtra

Skills

- Food and beverage operations
- Event Management
- Vendor Management
- Team leadership
- Recruiting
- Staff training and development
- Menu planning and development
- Inventory management
- Budgeting /Financial management
- Sales
- Negotiating
- Proficient in CITY, ISAC, MICROS, Microsoft office, CVENT, CATEREASE, Open Table, Touch Bistro etc.
- Leadership - Led a team of 30+ staff members, resulting in increased productivity and customer satisfaction.
- Problem-solving Quickly identified and resolved issues with food and beverage operations, ensuring smooth service delivery.
- Communication Effectively communicated with team members and customers, resulting in improved collaboration and customer experience.
- Organizational skills Successfully managed multiple projects and schedules, ensuring timely completion and high-quality output.