

# **SHABBER RAZA**

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Citizenship Status: - Canadian Citizen

Language Skills: Fluent English, Basic French

## **PROFESSIONAL SUMMARY**

My extensive hands-on experience includes proficient leadership in food and beverage operations at high end luxury hotels and resorts. I have a proven track record of effective management spanning restaurants, bars, events, and room service. I excel in creating standard operating procedures and introducing innovative concepts for various food and beverage venues. My expertise is characterized by a strong focus on menu planning, cost control, revenue management and meticulous inventory oversight.

## **SKILLS**

- Operations Management
- Project Coordination
- Legal and Regulatory Compliance
- Strategic Planning
- Hiring and Retention
- Organizational Development
- Business Planning
- Budget Control
- Creativity and Innovation
- People Management
- Financial Reporting
- Staff Management
- Contract and Vendor Management
- Issues Resolution
- Budget Management
- Financial Management

## **EXPERIENCE**

**Director, Food & Beverage Outlets** ([www.torontocentre.intercontinental.com](http://www.torontocentre.intercontinental.com))

**Feb 2018 – Current**

**Intercontinental Toronto Centre Hotel | Toronto, Ontario, Canada**

Centrally located in downtown Toronto, Intercontinental centre hotel is an upscale luxury business hotel, a perfect blend of contemporary elegance and urban comfort in the heart of what's happening in city center. Adjacent to Metro Toronto Convention Centre and within close proximity of CN Towers, The Intercontinental Centre Hotel boasts an impressive array of amenities, featuring 584 opulent rooms and suites, 2 exceptional restaurants and bars, private dining rooms, a stylish club lounge/bar, 24/7 room service, and an impressive selection of 20 meeting rooms, including two magnificent grand ballrooms.

### **Responsibilities:**

Leading a diverse team of 62 colleagues at the hotel. Overseeing a yearly budget exceeding \$9.5 million. Managing and directing food and beverage outlets to meet quality, guest services, revenues and profit targets. Creating strategic marketing plans and promotions through market research and competition analysis. Catering to a greater volume of guests, attributed to its close proximity to the city's largest convention center.

### **Achievements:**

- Developed seasonal menus for summer, winter and fall resulted in an increase of revenue by 5% year over year.
- Contributed to hotel's top 10 ranking for food and beverage guests' satisfaction within the IHG (Intercontinental Hotel Group) group in North America.
- Positioned the hotel's Restaurant and Bars to rank within the top 100 out of 4,900 GTA (Greater Toronto Area) restaurants on trip advisor.
- Successfully implemented IHG (Intercontinental Hotel Group) core standards for food & beverage service.
- Elevated the stritech quality audit for food safety and service by 8%, resulting in a score of 90% as compared to the previous year's 82%.
- Accomplished the successful implementation and integration of Micros Symphony into the food & beverage department.
- Achieved a 10% improvement in the Employee Satisfaction Survey (ESS), resulting in an impressive score of 94% for the current year, marking the highest score ever recorded, beating the hotel's target of 78% overall, by 16%.
- Attained 80% accuracy in business forecasting through the utilization of city events held at prominent venues.

#### **Manager, Food & Beverage**

**March 2016 - Feb 2018**

##### **Intercontinental Toronto Centre Hotel | Toronto, Ontario, Canada**

- Managing and directing the operations of food & beverage outlets including main restaurant and bar whilst assisting the director of outlets in implementing proper SOP's (Standard Operating Procedures) for the outlets.
- Conducting disciplinary meetings and making a corrective action plans for the team.
- Resolving guest's complaints and maintaining highest level of guests' satisfaction.
- Adhering to federal, provincial and local regulations concerning health, safety or other compliance requirements.

#### **Food & Beverage Director ([www.constancehotels.com/lemuria-resort](http://www.constancehotels.com/lemuria-resort)) Constance Lemuria Resort | Praslin , Seychelles**

**March 2014 - Oct 2015**

Lemuria Resort in Praslin, Seychelles is a part of Leading Hotels of the World, was previously associated with Relais & Chateaux is a 5-star deluxe, 105 all-suites and villa, elegant and Eco-friendly resort. It offers 3 fabulous restaurants, 1 casual beach all day dining, 4 bars and 24 hrs room service featuring international and fine dining cuisine. Lemuria also features an award winning 18-hole championship golf course, a holistic U Spa, activities like diving, water sports, gym, biking, mountain hiking, tennis, and yoga.

#### **Responsibilities:**

Leading a team of 65 colleagues, comprising of local and international team members within this 5 Star Resort. Managing a yearly budget surpassing roughly €5.5 million. Supervised and efficiently controlled food and beverage operations, with direct responsibility for the department's financial performance. Ensured the department's orderly organization, set targets and objectives, established policies and implemented operational procedures.

#### **Achievements:**

- Played a crucial part in securing the "Leading Hotels of the World" certification for Constance Lemuria Resort, whilst adhering to LQA (Leading Quality Audit) standards for the department.
- Improved LQA audit scores, achieving 89.9% in the year 2014-2015 for the resort.
- Acknowledged as an outstanding employee during the LQA Audit.
- Elevated the LRA Audit score from 84.9% to 96.4% with food & beverage department achieving the highest ranking.
- Stabilized and reduced turnover in the food and beverage department.
- Implemented Green initiatives and secured Green Globe Certification for outlets.
- Earned the "Trip Advisor Certificate of Excellence, Hall of Fame."
- Received the 2015 Wine Spectator award for the best wine list quality and selection.

## Assistant Food & Beverage Manager

Feb 2012 - Feb 2014

### Constance Lemuria Resort | Praslin, Seychelles

- Assisted in directing and controlling all aspects of food & beverage operations.
- Performed annual and mid-year appraisals of outlet managers/supervisors.
- Managed guest's queries in a timely and efficient manner.
- Worked within budgeted guidelines whilst ensuring stock control and cost management.

## Restaurants/F&B Operations Manager ([www.sixsenses.com/en/resorts/kanuhura](http://www.sixsenses.com/en/resorts/kanuhura))

Feb 2009 - Jan 2012

### Six Senses Kanuhura Resort (Former One & Only Resorts), Maldives

Kanuhura is a unique and luxurious 5-star resort, recognized as a member of 'The Leading Hotels of the World', offering approximately 100 expansive villas by the beach, designed for families and equipped with private overwater pools. Kanuhura provides an exceptional getaway with a wide range of food & beverages and world class cuisine with 4 restaurants and 3 bars, 24 hours room service, extensive leisure facilities, wellness center, elegant spa, curated experiences, and a variety of sports.

#### Responsibilities:

Leading a team of 40 colleagues, both local and international, with a core focus on "One & Only" brand standards and genuine hospitality. Responsible for maintaining service standards and consistently meeting them, including staff training and performance assessment, ensuring workplace health and safety, delivering high-quality service by addressing guests' inquiries, concerns and complaints.

#### Achievements:

- Earned "Quality Service" award and various accolades for the resort.
- Introduced effective procedures and systems to uphold hygiene and quality standards, with a strong focus on delivering personalized, superior service to all guests.
- Selected as a facilitator for the "Delivering on our Promises" training program at One & Only resort.
- Successfully managed the transition to Sun Resorts in the year 2010-2011.
- Contributed to the resort's recognition as "world's best luxury private island resort" at world's luxury hotel awards in 2012.
- Achieved stability and reduced turnover within the food and beverage team.

## EDUCATION

Hotel Management Leadership Program - Hospitality  
Greater Toronto Hotel Association (GTHA), Humber College, Toronto, ON, Canada

Jan 2020 - Feb 2021

WSET Intermediate (Wine & spirits education trust) - Wine & Spirits  
WSET, London, UK

Jan 2007 - Jan 2008

Bachelor of Arts (B.A.) – English  
Delhi University, New, Delhi, India

May 1999 - May 2002

Diploma – Hotel Management  
Institute of Hotel Management, National council, New Delhi, India

April 1999 – April 2002

## ADDITIONAL INFORMATION

### CERTIFICATES AND TRAININGS: -

- Smart Serve, Ontario, Canada
- Food handlers' certificate, Canada
- Train the Trainer
- Fire safety, First aid and Basic resuscitation, Canada
- Advanced bartending and molecular mixology from fling bar services, U.K
- Computer skills include: - MS office, Excel, Touché, Wish net, Web Prolific, Micros, Fidelio, Opera, PMS, Outlook, Lotus, Data Management System
- LEISURE ACTIVITIES: - Travelling, dining out, playing cricket and enjoying music.
- **References are available upon request.**