

Devin Nelles

Food and Beverage Operations Specialist & Change Manager

E-mail:devinseventyseven@yahoo.com , Skype: dcnelles

Profile

- Specialize in establishing food and beverage policies, procedures and systems in resorts and boutique hotels. Reputed for troubleshooting issues to ensure a profitable and customer focused environment.
- Visionary manager with exceptional, communication, interpersonal and problem solving skills.
- Proven ability to create an intimate and positive dining environment for guests to build loyalty.
- Skilled in conceptualizing, planning and managing turnaround projects of varying scale.
- Expert knowledge of North American and European consumer needs to develop targeted food and beverage strategies.
- Adept in: event planning; human resource management; training, supervising and inspiring 12-200 staff; costing; budgeting; system, policy and procedure development.
- Recognized as an extremely productive leader with high moral standards.
- Proficient in: Windows software: Word, Excel, PowerPoint, Access, QuickBooks; Mac software: Pages and Numbers; Internet and several types of POS systems. Quickly grasps technologies.
- Highly detail-oriented and analytical ... strong team builder ... excellent time management skills ... effective in demanding and stressful work environments ... culturally sensitive.

Employment Summary

Niche B.H.O.C. • www.nichebhoc.com • 04/2009 – Present

Partner in a company specializing in contract consulting and management services for boutique hotels and resorts. Provide transition services for food & beverage and general management operations.

Selected projects have included:

Sugar Reef Bequia • www.sugarreefbeckia.com • Bequia, St Vincent & The Grenadines

Resort Food & Beverage Manager

Managed all food and beverage operations in the owner's absence in a start-up Caribbean resort while making critical business adjustments over two months. Upon the owner's return, provided training and consulting services to the owner on operational changes, best practices in management and recommendations for continuous improvements.

Special achievements:

- Refined and established resort systems, policies and procedures.
- Developed a daily checklist for the owner/management to maintain organization of kitchen, bar, service and housekeeping operations.
- Co-authored a detailed report on short- and long-term strategic plans for the owner with recommendations for marketing, purchasing, building maintenance, administration, customer relations and staffing.
- Co-wrote job descriptions. Trained and supervised team members to boost sales and customer service.
- Advised on menu plans. Introduced standard operating procedures for food and beverage operations.
- Pioneered menu costing, inventory control and purchasing tools and procedures.
- Advised on necessary kitchen equipment acquisitions and prioritized purchases.

Club Intrawest • www.clubintrawest.com • Zihuatenejo (Ixtapa), Mexico

Hotel Food & Beverage Manager

Recruited to turnaround a food and beverage operation during a five-month contract.

Special achievements:

- Analyzed business operations to identify issues and solutions.
- Developed a business plan that is forecasted to increase total sales by 30%.
- Identified restaurant format and menu changes to better serve the needs of North American guests.
- Currently streamlining operations to decrease food and labor costs, and improve staff productivity. This includes revamping the menu, front of house and back of house staff training to improve efficiency and food quality, revising schedules, introducing structured policies and procedures.
- Launching a cocktail lounge and beach dining concept to improve sales with minimal investment.

**Belcampo Belize (formerly Machaca Hill Rainforest Canopy Lodge) • Belize, Central America
Food & Beverage Manager/Culinary Director/Hospitality Consultant**

Successfully managed a seven month restructuring project. Rebuilt the team, instituted culinary vision, processes, systems, manuals and training programs. Created all food and beverage menus. Developed staff wine knowledge and bartending practices. Initiated special events and menus at garden, orchard, jungle and island venues. Introduced a kitchen garden program. Created strategic plan for a tourism center offering cocoa, coffee, vanilla and rum pavilions.

Special achievements:

- Established a new direction for the organization offering farm to table regionally influenced menus with a focus on seasonal locally sourced organic ingredients and Belizean food culture. This significantly reduced food costs while greatly improving client satisfaction, sales and profits.
- Completely remodeled the kitchen on a \$40,000 budget. Redesigned layout to maximize efficiency, workflow and safety. Resolved major sanitation issues. Utilized staff for construction purposes.
- Championed the staff in embracing change to ensure a favorable outcome of restructuring.
- Recognized and promoted underutilized staff to better suit their skill sets.
- Improved the hotel's corporate image and profile through extensive networking.

The Maven Gypsy Bed & Breakfast and Cottages • www.themavengypsy.com • Cabot Trail • Cape Breton Island, Canada**Operator & Chef/Hospitality Consultant**

Operated all aspects of an 8 room property with partner for a one year period.

Special achievements:

- Repositioned and rebranded property to improve marketability, profitability and future growth.
- Launched the property on TripAdvisor and raised its positioning from #79 to #4.
- Achieved sales growth of 20% in a difficult market with excellent profits.
- Created a new website with full exposure on social media networks.
- Designed new menus for all food and beverage operations using organic local ingredients.

Laluna Resort • www.laluna.com • Morne Rouge Bay • Grenada, West Indies • 02/2004 – 03/2009**Food & Beverage Director / Sommelier / Operations**

Oversaw Operations & Food and Beverage for an exclusive five star Caribbean resort offering authentic Italian inspired menu and wines. Provided advisory services and recommendations to the resort owner to define strategic plans. Gained immense knowledge of Italian wines and Caribbean style bartending.

Special achievements:

- Created systems for training (service, wine and food knowledge), inventory control and ordering.
- Designed restaurant, bar and specialty menus.
- Increased profit and sales through training, ordering practices and pricing strategies.
- Opened a spa and wellness center with minimal costs that rapidly gained popularity.
- Built a motivated and enthusiastic team of service and production personnel.
- Successfully implemented sales initiatives that increased revenues and profits.
- Raised the quality and level of service to a new standard through training and energy infusion.
- Implemented a green program including recycling, organic gardening and composting; earning Laluna Resort the Gold Standard with Virgin Atlantic Airlines.
- Created a community based environmental program with schools, The Green Team, involving teachers and students helping to raise environmental awareness and funds for waste management.

PASTA LA VISTA Restaurant • www.wowhospitality.ca • Winnipeg, MB • 09/2002 – 12/2003**Assistant Manager/Catering Manager/Waiter/Bartender/Line Cook****THE FORT GARRY HOTEL • www.fortgarryhotel.com • Winnipeg, MB • 02/1998– 09/2002**

Banquet Captain (04/2000 – 09/2002), **Senior Assistant Guest Services Manager** (07/1998 – 04/2000), and **Guest Services Representative** (02/1998 – 07/1998)

Education and Other Information

Business Administration Diploma • Red River College • 1999 – 2001 (graduated on Dean's Honor Roll)
Date of Birth: November 2, 1977 • Clear Criminal Record Check • Canadian citizen • Physically fit/excellent health