IGOR OROCENO

F&B MANAGER

PROFESSIONAL EXPERIENCE

2022 - Manager Ku-Va Restaurant Miami International Airport.
2022 - 2022 F&B Supervisor Courtyard by Marriott
2018 - 2020 Public Relations in Taurito Princess Hotel** in Grand Canary Island.**
2015 - 2017 Manager in differents restaurants in Jamaica.
2013 - 2015 Manager/Local Representative of Docian Hotel Supplies Co. LTD in Jamaica.
2009 - 2012 Manager in differents Restaurants in Barcelona City.
2008 – 2009 Maître d'hôtel (F&B Outlet) at Gran Hotel Princesa Sofía *** in Barcelona.**
2006 - 2008 Public Relations (On board) MSC CRUISE SINFONIA MSC CRUISES Company.
2004 - 2005 Representative & Tour Guide in Jamaica "Solo Jamaica Ltd"
1992 - 2004 I worked in the most prestigious Hotels in Santiago de Cuba among them:

Hotel Carisol - Corales * **	**F&B Assistant**
Hotel Cubanacán Daiquiri * **	**F&B Assistant**
Hotel Horizontes Costa Morena * **	**Headwaiter**
Hotel Meliá Santiago de Cuba *** **	**Bartender**

Some position summary within of F&B department:

- Job organization, schedule and responsibilities of workers under my leadership.
- Ensure to accomplish technical skills of service's standards of companies/groups.
- Leading the organization and services of events, banquets, weddings, congresses (MICE).
- Level of empathy in the services and satisfaction of our guests (feedback)
- Recommendation and services of wines, champagne & spirits.
- Hygiene, quality and presentation of the all products offered and menus.
- Supervising the control of supplies, costs, expenses and sales.

Some position summary within Public Relations:

- Leading the welcoming of our guests as well as the information meeting.
- Coordinate and manage relationships with outside vendors such as travel agents, tours agencies and third parties.
- Develop and maintain friendly, professional relationships with guests, anticipating through a warm, genuine demeanor and exceptional customer service.
- Develop and maintain level of empathy in the services and satisfaction of our guests (Questionnaire & feedback).

CONTACT

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SUMMARY & OBJECTIVES

Readiness to offer an excellence of services and commitment to the highest quality customer service to all guests through professional greetings, proactively meeting and anticipating to theirs needs, accurately answering questions and to connect the guest to the standards of the company or group, leading and guiding the team and services to accomplish our goal, to develop myself even more as a professional in the tourism industry and to contribute with knowledge and experience. Due to my long professional profile, I can perform different positions that requires, leadership, experience, organization, guest services, people skills among others.

INFORMATIC SKILLS

POS System
Microsoft (Word, Excel,PowerPoint, Outlook)
PDF Editor
Windows 10

LANGUAGES

Spanish – Native
English – Advanced
French – Advanced
Italian – Conversation
German – Basic