

HARVEY T. KANO

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Rendering Above & Beyond Guest Experience In Food & Beverage Industry

Customer-centric accomplishment-driven senior-level professional with vision and experience in developing business strategies and implementing effective controls of food, beverage, and labor costs based on creativity and business acumen in the Food & Beverage Space. Passionately inspire big ideas and uncover revenue streams that lead to bigger, better, and bolder earned-centric ideas. A trendsetter leader who excels at challenges by providing and delivering a consistent, high level of service-based relationships, exceeding guests' expectations, and enhancing the quality of food products based on established company's standards. Track record of creating and implementing policies and procedures to maintain high standards of service, quality, and safety in all aspects of food and beverage operations.

- Deep understanding and appreciation of culture-the trends, disruptions, behaviors, and complexities/opportunities.
- Skills in developing integrated campaigns and communication platforms, assuring attentive, friendly, courteous, and efficient service in all F&B outlets.
- Serve as a leading role model for operations' troubleshooting and managing product-centric menu, to behind-the-scene process of creating cutting-edge restaurant designs and concepts.

CORE COMPETENCIES

Guest Service and Experience
Profit & Loss Management
Strategic Planning

Recruitment & Development
Budgeting and Forecasting
Food and Labor Costing

Team Building
Training & Development
Quality Management

PROFESSIONAL EXPERIENCE & ACHIEVEMENT

CALIFORNIA YACHT CLUB, MARINA DEL REY, CA

2022 – 2023

Food & Beverage Manager

Played a critical role in ensuring that the food and beverage operations executed smoothly and contributed to member and guest satisfaction and profitability. Created and implemented policies and procedures to maintain high service, quality, and safety standards in all aspects of food and beverage operations. Developed and executed strategic initiatives to drive revenue growth and profitability. Utilized ultimate, hands-down decision-making capability in approving and implementing the final budget and ensured teams followed company policies. Influence and collaborate across the organization. Partnered to drive F&B experience and engagement using information and data to build consensus and drive positive outcomes.

- Served as a key member in directing and producing strategic outputs such as visioning sessions, space plans, service delivery models, experience blueprints, training programs to inform and direct resources, steps of service, employee handbook, compliance and sanitation schedules, and inventory procedures and reports.
- Acted as business manager and marketing specialist to ensure that all the outlets and banquets operate successfully, by the standard of the club, and are individually profitable.
- Identified opportunities to deploy technologies and ever-changing COVID protocols for improving overall guest and team member experience.
- Proactively listened to understand, clarify, and resolve the concerns and issues raised by co-workers & guests.

TRUMP NATIONAL GOLF CLUB LOS ANGELES, PALOS VERDES, CA

2017 – 2021

Food & Beverage Director

Developed and implemented menus and beverage programs that meet the club's members' and guests' needs and preferences. Managed food and beverage costs to ensure profitability while maintaining high-quality standards. Accelerated management of food and beverage outlets, including beverage carts, snack bars, bar/lounge areas, restaurants, and banquet facilities. Controlled costs by overseeing the purchase of food, beverages, supplies, and equipment to ensure optimum utilization of funds.

- Supported Executive Chef in creating menu items and pricing for all outlets according to customers' demands and trends.
- Chalked annual food and beverage budget with Club's GM and other department executives.
- Organized regular BEO meetings with Catering Managers, Executive Chef/Chef, F&B Service Managers, Banquet captains to maintain smooth operations of special events, banquets, and room rentals.
- Supervised management team and hourly staff in executing services to exceed guest expectations; implemented disciplinary actions by club's policies and applicable laws.
- Established staff development and appropriate training programs; analyzed results through evaluation, inspection, and analysis of their performance.

LOS ANGELES WORLD AIRPORTS ROCK & BREWS AND THREE FORKS, LA INTERNATIONAL AIRPORT, CA**2015 – 2017****Food & Beverage Manager**

Managed the food and beverage operations within the airport, ensuring high customer satisfaction and profitability. Established goals and objectives to drive planning, facilitation, execution, and measurement of F&B priorities with over \$11 million in revenue and an average guest count of over 8000 per week.

- Developed and implemented strategies to maximize revenue and profitability across restaurants and bars.
- Managed budgets and ensured food and beverage costs aligned with revenue and profitability goals.
- Hired, trained, and managed restaurant staff, including chefs, servers, bartenders, and other support staff.
- Collaborated with the landlord, franchise, and corporate to drive business intelligence, analytics, and project management in full partnership with 50 union employees.
- Led labor and service audits and handled operations of revenue streams, including dining room, bar, and grab-go counter services.

TRUMP NATIONAL GOLF CLUB LOS ANGELES, PALOS VERDES, CA**2013 – 2015****Restaurant Manager**

Managed all aspects of the restaurant, including staffing, scheduling, inventory, and budgeting. Prioritized daily restaurant operations by establishing character, integrity, and quality plans to attain long-range continued growth and profitability. Led profit & loss, sales goals, vendor sourcing, negotiation, inventory management, special event planning, quality assurance, and customer relations operations.

- Spearheaded selection, training, and evaluation of restaurant staff through effective leadership to ensure that established safety and sanitary compliance, customer relations, and cultural & core standards were met.
- Oversaw analysis of revenue reports in conjunction with Executive Chef and Executive Team and made necessary strategic changes to ensure maximum profitability and efficiency of the unit.
- Ensured high levels of customer satisfaction by delivering exceptional service and quality food and beverages.
- Developed and implemented policies and procedures to ensure efficient and effective restaurant operations.

CROWNE PLAZA HOTEL, IRVINE, CALIFORNIA**2003 – 2013****Food & Beverage Director** (*Operated by Food Dude Inc. for the Crowne Plaza Hotel*)

Spearheaded budgeting, development, and implementation of creative and innovative commercial operations to meet established revenue and quality expectations and attain maximum productivity.

- Organized, supervised, and assisted in preparing and serving all food and beverage based on standardized recipes for the dining rooms, bars, room service, and banquets while maintaining the highest standards to produce an appealing and appetizing product.
- Developed and managed relationships with vendors and suppliers to ensure the timely delivery of food and beverage products.
- Recruited, trained, and managed the hotel's food and beverage staff, including chefs, servers, and bartenders.

EDUCATION, MEMBERSHIPS & CERTIFICATIONS

California State University, Long Beach, California - Communication

El Camino College, Torrance, California - Business

Active CMAA Member | RBS – ABC Alcohol Server Certified | Serve Safe Certified