

KAMALAKANNAN GIRIYAPPAN

HOSPITALITY MANAGER - Strategic Operations, P&L Management & Event Coordination

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SKILLS

- **Operations:** Strategic operations planning, P&L management, operational coordination, financial cost control.
- **Event Management:** High volume event coordination, banquet planning, catering logistics, service standards.
- **Service Systems:** Fine dining standards, reservation management, guest data tracking, service compliance.
- **POS Systems:** Point of sales systems, transaction monitoring, billing control, service order processing.
- **Inventory:** Management, procurement coordination, vendor sourcing, stock monitoring, supply planning.
- **Marketing:** Strategic marketing, guest retention programs, loyalty tracking, campaign coordination analytics.

WORK EXPERIENCE

Floor Manager **September 2023 - Present**
Scarborough Convention Center *Scarborough, ON*

- Directed banquet floor layouts, reducing service congestion by 20% while configuring guest seating zones and service pathways during event preparation.
- Administered workforce scheduling, decreasing table service delays by 15% while allocating service stations and monitoring shift coverage across simultaneous banquet events.
- Governed catering delivery cycles, maintaining 100% food safety audit scores while inspecting presentation standards and coordinating plated meal dispatch timing.
- Resolved guest escalation cases, lowering complaint recurrence by 18% while coordinating kitchen adjustments and service recovery procedures.

Restaurant Manager **November 2019 - December 2022**
Sun Island Resort & Spa *Maldives*

- Led end-to-end restaurant operations for a luxury resort outlet, improving guest satisfaction scores by 12% through service standardization, staff training, and optimized table turnover strategies.
- Managed inventory control, procurement coordination, and cost monitoring, reducing stock variance by 10% and ensuring accurate monthly reconciliation and compliance with audit standards.
- Supervised and coached a cross-functional team of service staff, achieving consistent 95%+ guest experience ratings during high-volume resort occupancy periods.
- Analyzed guest feedback trends and implemented service improvement initiatives, reducing recurring complaints by 14% and enhancing overall dining experience quality.

Food and Beverage Associate **May 2016 - May 2017**
Rain Tree *India*

- Prepared restaurant dining areas, reducing table setup time by 25% while arranging tableware, menu placements, and service stations before guest arrival periods.
- Recommended wine pairings increasing beverage attachment sales by 15% while aligning drink selections with menu courses during restaurant dining sessions.
- Recorded guest feedback entries, improving dining satisfaction scores by 10% while categorizing service issues and forwarding quality review reports.
- Facilitated ISO audit preparation, achieving 100% compliance clearance while verifying sanitation documentation and reviewing operational records.

EDUCATION

Hospitality Management in Canadian Hotels and Resorts **September 2023 - April 2025**
Loyalist College, Scarborough, ON

Bachelor's in Hospitality Management and Catering Science **May 2013 - April 2016**
Bharathiyar University, India

CERTIFICATIONS & ACCOMPLISHMENTS

- **Smart Serve Certification** - Smart Serve Ontario
- **SafeCheck Advanced Food Safety Certification** - SafeCheck Food Safety
- **First Aid and CPR Certification**
- Collaborated in curriculum redesign initiatives during college academic program development.
- Secured 1st place in restaurant layout and menu design competition during college.