



JEAN PIERRE R S FORTAIN

FOOD BEVERAGE MANAGER

PROFILE

Highly competent Food and Beverage Manager with a focus on increasing sales income, managing food and spirits, developing staff, and ensuring exceptional customer happiness. Experienced in leading F&B Staff including managers, front of house and back of house associates, kitchen team, servers, and support associates. Proven track record of successfully launching new menus and dining spaces. Multitasking in dynamic circumstances has a proven track record off succes.

WORK EXPERIENCE

MSC / USA & Europe

2022 - PRESENT

CDP Maitre Chocolatier Venchi (Cruise Ship)

- Created high-quality chocolates and desserts, developing and refining recipes.
- Managed ingredient sourcing, inventory, and quality control.
- Supervised and trained kitchen staff, ensuring consistent production standards.
- Hosted chocolate tastings and demonstrations, engaging with guests for exceptional experiences.
- Designed and set up attractive chocolate displays for events, buffet.
- Adhered to health, safety, and maritime food safety regulations.
- Collaborated with other chefs and departments to coordinate meals and events.
- Innovated and added new items to the menu, staying updated with culinary trends.

Bolt Food

Dutch Customer Service Specials & Operations Manager

Cape Town

2021 - 2022

- Costumer Service Specialist (Ghana , South African) + Netherlands
- Delegating to the team.
- Complaint Handling & Issue Resolution (Zendesk)
- Order Processing / Transaction Management
- Data Entry and Database Administration
- Voice and non- voice processing

Paris XL / Cape Town, South Africa

2021 -2022

Dutch Customer Service Specialist (6 months / Seasonal Contract)

- Costume Service Specialist (Belgium - Nederland)
- Delegating to the team.
- Micro Soft Teams Handle
- Chat box queries (Genesys)
- Inbound & Outbound call handling (3CX)
- Process cancellations & refunds (Hebryd)
- Create & manage new clients

MY LIFE PHILOSOPHY

Excellence is not an act, but a habit

CONTACT

+27670327760

jprsfortain@gmail.com

Nairobi, Kenya

Brussel, Belgium

EDUCATION

1982-1988

GROEN POORT BRUGES

- Certificate Master
Chocolateries & Confiserie

1989-1992

GROEN POORT BRUGES

- Certificate Business
Management

1993-1994

GROEN POORT BRUGES

- MA Hospitality Management

SKILLS

- Food & Beverage Operations
- Staff training & Team Building
- Safety Management
- Customer Service
- P&L Management
- Quality insurance
- Cost Containment & Inventory
- Excel, MS Office ,PPT
- USPH & HACCP

STRENGTH

Leadership

- Lead a team off +150 staff members, resulting in increased productivity and customer satisfaction

Problem Solving

- Quickly identified and resolved issues with food & beverage operations, ensuring smooth service delivery.

Communication

- Effectively communicated with team members & customers, resulting in improved collaboration and customer experience.

Organization Skills

- Successfully managed multiple projects and scheduling, ensuring timely completion and high quality output.

3 iSolutions

2021 -2022

Dutch Customer Service Specialist - Cape Town

- Costume Service Tickets sales
- Delegating to the team.
- Call Center Operations Inbound & Outbound
- Call Handling Complaint Handling & Issue Resolution (Zendesk)
- Order Processing / Transaction Management
- Data Entry and Database Administration
- Voice and non- voice processing

Imbokotho Pty Ltd.

2015 - 2021

Food & Beverage Manager - Cape Town, South Africa

- Managed an upscale restaurant's food and beverage operations, leading a crew of over 200 employees.
- Implemented cost-cutting strategies, resulting in a 15-18% reduction in food and beverage costs.
- Developed and executed training programs, resulting in a 20% improvement in employee productivity.
- Collaborated with the chef to produce seasonal menu choices, resulting in improved visitor satisfaction and income.
- Implemented improved customer service practices, leading to a 10% improvement in visitor satisfaction levels.
- Coordinating special events and private parties leads to greater income and excellent client feedback.
- Trained and mentored new employees, resulting in higher service standards and customer satisfaction.
- Responsible for the financial performance Beverage's department.

Fortain Jean - Pierre Chocolatery Pty Ltd.

2010 - 2015

Owner - Cape Town South Africa

- Merchandising & Delegating to the team

Fortain Freddy Chocolatery since 1939 - 1981

1995 - 2010

Product Manager - Ghent, Belgium

- Production
- Merchandising & Delegating to the team

HONORS, AWARDS & PRIZES

Gold Medal Groene Poort School Art Show - 1989, Bruges Belgium

Gold Medal Food Show - 1989, Bruges Belgium

Bronze Medal Food Show 1992, Gent Belgium

Gold Medal Good Food & Wine Show 2016, Cape Town, South Africa