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OBJECTIVE

To obtain a challenging position with a market leader that utilizes my experience in, food and beverage, Product Development, Training , Retail management, front-end operations management

PROFESSIONAL SUMMARY

Over Eighteen years of experience Food Service Industry.

Certified the **Q grader** course at **Coffee Quality Institute** and **SCAA**.

Complete coffee Roasting and cupping course from The School Of Coffee, Vermont.

Executive Certification Program in Management from IMT- GHAZAIABD (2015-16)

Part of the launch team of Dunkin donuts India.

Was handling Beverage Development, Training and Quality across India in Café Coffee Day.

Coffee Evangelism across India for café coffee day through Coffee Festivals in various locations

Share my expertise in equipment, cupping, and introducing newer coffee brewing techniques.

Employee engagement in term of coffee knowledge for support teams at café coffee day.

I was an Area Manager handled operations for Café coffee day.

Won the **IBC (INDIA BARISTA CHAMPIONSHIP) 2009** and represented India in the **WBC (WORLD BARISTA CHAMPIONSHIP) Atlanta, Georgia USA**.

Won the **IBC (INDIA BARISTA CHAMPIONSHIP) 2008** and represented India in the **WBC (WORLD BARISTA CHAMPIONSHIP) Denmark Copenhagen**.

Part of the Team to Open the First International Café Coffee Day at the Dubai Shopping Festival 2005

One of the Top Ten performers in café coffee day.

WORK EXPERIENCE

BurgerKing India – BK CAFÉ – Aug 2021

Set Up The Café Business For Burger King India – Start Up

PRODUCT DEVELOPMENT – Concept, Menu Development, Ingredients Development , Sourcing, Etc

Training – Standard , Recipe Build , Training Module And Material , Training Crew And Staff

Operation – NSO And Streamline Ops

FREELANCE CONSULTANT – Self-Employed – Sept 2018 to Aug 2021

DUNKIN DONUTS INDIA, JFL (JUBLIANT FOOD WORKS) – September 2011 to July 2018

NEW PRODUCT DEVELOPMENT

BEVERAGES

- Ownership of the C2C process for development of new beverage ideas
- Ideating new products (from workshops, international ideas, internet, external environment and invention)
- Shortlisting Products for concept study and having a steady supply of product concepts to marketing for concept research
- Development of concept winning products (and other products that may be chosen) for test market
- Managing the cross functional launch team for trial as well as final product launch
- Vendor management
- Sourcing of vendors and vendor development and work with various business partners to deliver ingredients and products to required specifications .

SETTING UP A COFFEE AND BEVERAGE LAB & CUPPING FACILITY

- Setting up and operate the in-house coffee lab to check the quality of coffee being supplied by roasters/vendors
- Cupping facility to evaluate the taste profile of the coffee being supplied from roasters/vendors

QUALITY ASSURANCE

- Green coffee quality control and assurance check for specifications from the vendor.
- Roasted coffee quality control and assurance check for specifications from the roaster.
- Quality check and cupping of all batch and lots of green coffee and roasted coffee production.
- Functioning of the coffee lab with day to day activities of the lab and equipment.
- Continuous assessment of quality of beverage menu and managing the same

COSTING

- In house recipe development to support low cost ingredient development

VALUE FOR MONEY OFFERINGS PROPOSITION

- Develop value for Money beverages to support the Value range of products
- Understanding of how to translate recipes into large scale from a QSR perspective

TRAINING

- Development of all training materials with regards to food and beverage.
- Coordinate and Conduct theoretical training for all product launches with the operations team
- Coordinate and Conduct practical training for all product launches.
- Coordinate and Conduct TTT's
- Development of SOP and guidelines for F&B, equipment , etc.
- Constant quality check at stores to check for SOP implementation and adherence of SOP
- Conduct and monitor OJT's at all store.

CAFÉ COFFEE DAY, ABCTCL– 2002 TO 2011

BEVERAGE DEVELOPMENT

- Currently handling **BEVERAGE DEVELOPMENT** and **TRAINING** for café coffee day
- RnD of new range of beverages, costing, concept building etc.
- Responsible for New product development, analysis, BOM creation, costing, margins of beverages.
- Coffee evangelism through coffee festival across the country
- Was handling care of coffee training and quality analysis cross the country in India for the chain.

TRAINING

- Was handling a team of coffee trainers across India to ensure training and quality of beverages.
- Development of all training materials with regards to food and beverage.
- Coordinate and Conduct theoretical training for all product launches with the operations team
- Coordinate and Conduct practical training for all product launches.
- Coordinate and Conduct TTT's
- Development of SOP and guidelines for F&B, equipment , etc.
- Constant quality check at stores to check for SOP implementation and adherence of SOP
- Coordinate events and scheduling training.
- Setting up training centers across India and equip the trainers.
- Creating modules for food and beverage training for various levels in the organization.
- Certification of trainers and brew-masters for the operations.
- Review, revise and update as required all the content for food and beverage training
- Train the CFT in all aspects of food and beverage
- Evaluate constantly trainers and provide help or additional training as required
- Co-ordinate the entire training process during launch of new food and beverage products
- Certify a new beverage product before launch after analyzing product for operational feasibility, ease and availability of products
- Study, review, all existing food and beverage items and propose changes to improve or innovate for the purpose of reducing cost, ease of process, improve consistency, use of better equipment, etc
- Review and analyze all existing coffee equipment for improvement or innovation keeping in mind latest technology available
- Co-ordinate all activities for special events such as Regional Barista championship, **IBC, ABC and WBC**

OPERATIONS

- Was handed a team of 9 Café Managers and 110 Crew Members, Training newly recruited staff, staff availability in different shifts and appraisals of staff.
- Sales- Responsible for achieving and reviewing of sales targets set by the Operations Department.
- Drive the team towards achieving set goals to optimize profitability
- Constant check and monitor the day to day activities of the café .
- Managing vendors , suppliers , facility managers , other business partners who directly impact the functioning of the cafes
- Drive a culture to deliver the best product and great customer service and experience.
- Product Launch- Responsible for launch of new products (Coffee & Merchandise), Planning and implementation of Café-initiated Marketing plans which involved chalking out Café specific activities targeting captive population and also aimed at achieving incremental sales.
- Co-operating with audit team for stock checks and Coordinating with City Manager in giving all reports.

ST.MARKS HOTEL, BANGALORE

Worked as a Senior Steward at St.Marks Hotel Bangalore for four months

INDUSTRIAL TRAINING

- Three months training at Taj residency hotel in the department of Food and beverage service and food production.
- Three months training at Taj gateway hotel in the departments of food and beverage service, and housekeeping.

EDUCATION

- Executive Certification Program in Management from IMT- GHAZAIABD (2015-16)
- COMPLETED BACHELORS IN HOTEL MANAGEMENT
- COMPLETED FRENCH COURSE (1ST LEVEL)
- COMPLETED DIPLOMA IN COMPUTER APPLICATIONS
- COMPLETED PRE-UNIVERSITY COLLEGE

COMPETITIONS

- Participated and secure runners-up in chef competition in Acharya Institute Of Hotel Management.
- Participated in chef competition and vegetable and fruit carving competition in Christ College Of Hotel Management
- Participated in bakery competition in Garden City College of hotel management

- Participated in chef competition in K.L.E College of hotel management.

ACHIVEMENT DETAILS

YEAR 2003

- One of the top 10 performers in the city for café coffee day Bangalore.
- The **BEST MANGER** for the year 2003 in the annul café mangers contest café coffee day .2003
- Won **First place** it quiz competitions at the **Annual Café Managers Competition** café coffeeday.2003
- Won **First place** in role play and case study at the **Annual Café Mangers Competition** café coffee day.2003
- Won **Second place** in coffee making competition at the **Annual Café Mangers Competition** café coffee day 2003

YEAR 2004

- Won the **BRONZE** award in the all **India Coffee Making Championship** (ibc 2004)
- Won the **BEST CAFÉ MANGER** of the year award at the **Annual Café Mangers Contest** café coffee day 2004
- Won **First Place** in role-play and case study in the **Annual Café Mangers Contest** café coffee day 2004
- Won **Second Place** in coffee making in the **Annual Café Mangers Contest** café coffee day 2004
- Won the opportunity to be a part of the team to open the **FIRST INTERNATIONAL CAFÉ COFFEE DAY AT THE DUBAI SHOPPING FESTIVAL 2005**

YEAR 2006

- Won the **GOLD** award in the all **India Coffee Making Championship** (IBC 2006)

YEAR 2008

- Won the **PLATINUM** award in the all **India Coffee Making Championship** (IBC 2008)
- Represented India in the **World Barista Championship 2008** Copenhagen Denmark

YEAR 2009

- Won the **PLATINUM** award in the all **India Coffee Making Championship** (IBC 2008)
- Awarded **Best Espresso** and best cappuccino in **The All India Coffee Making Championship** (IBC 2009)
- Represented India in the **World Barista Championship 2009** Atlanta Georgia USA

PERSONAL DATA

Male
Date of birth – 06/03/1980
Christian
Indian National

HOBBIES

Listening and playing music, percussions, football, hockey, snooker

LANGUAGES KNOW

English, Hindi, Tamil, Telugu, Kannada.

References can be furnished on request!