

# Kyle Hall

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## SUMMARY

I have worked in the hospitality industry for over 19 years, in multiple countries around the world. My current role is Senior Manager, Restaurant and Bar Activation and Innovation, The Americas, Marriott International.

My role consists of providing above property support for our restaurant and bars across Marriott International's portfolio of luxury, premium and select service hotels in the Americas region. Key tasks involve working closely with the ownership and management of the hotel in assisting with restaurant and bar concept design and activation, including FF&E and OS&E guidance, menu development (with a strong focus on beverage), staff training, marketing guidance and ensuring it is in compliance with hotel brand standards.

Prior to this role I worked the position of Manager, Restaurant and Bars for Global Operations at Marriott International HQ.

This role involved working with various stakeholders to elevate Marriott International's positioning within the Restaurant and Bar segment with a strong focus on the beverage side of F+B operations. I predominantly focused on beverage development for our 30-brand portfolio. I created innovative R+B beverage programs, Global M+E beverage programs, ensured program sustainment, supported and designed activations for high level conferences, developed relationships with external beverage partners, assisted with brand operations beverage POV's, helped create BARSTUDIO<sub>sm</sub> and MiBev and completed numerous project management tasks to ensure projects were executed efficiently and on time.

Prior to working at Marriott International HQ, I worked for the Marriott Calgary Downtown as the bar manager of ONE18 EMPIRE. Here I co-created the cocktail beverage concept Old Fashioned Central (OFC). It received high praise from guests, great social media interaction, and was a fantastic revenue generator for the business.

Throughout 2016 I also worked fulltime with a management consulting firm which greatly aided my ability to use data and numbers when presenting, to manage time and tasks more efficiently, to deal with high level stakeholders, and become proficient in graphic design, team organization and accounting.

## DEMONSTRATED SKILLS

- Proven experience and ability in areas of hospitality including management bartending, serving, and culinary.
- Strong business management and sales skills.
- Proven communicator and team builder.
- Strong interpersonal and coaching skills.
- Well-developed relationship and business building skills.
- Creator of innovative beverage strategies and concepts.
- Exemplifies hard work, team spirit, loyalty and fairness.

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## EMPLOYMENT

### Marriott International HQ – Maryland, US

SENIOR MANAGER, RESTAURANTS + BARS INNOVATION AND ACTIVATION, THE AMERICAS

January 2020 – Current

- Support operational excellence IN F+B and enable execution of Restaurant & Bar renovations.
- Provide operational leadership to develop and activate “on-strategy” concepts, food & beverage menus, and service deliverables to optimize the guest experience for the Full-Service brands.
- Manage the processes, analysis, development, design, and critical path to launch for Restaurant & Bar Development Projects, as well as interact and collaborate with brand, continent, property leaders, and all related stakeholders for alignment and accountability during the renovation cycle of the project.
- Conducts research and trend analysis pertinent to the development of the project(s) assigned, to influence stakeholders on innovative opportunities with minimal operational disruption.
- Provide technical and business expertise to guide properties in achieving optimum performance.
- Identify business trends and competitive situations and opportunities that are relevant to all aspects of Food & Beverage.
- Advise and approve front of the house and back of the house designs to create Restaurants & Bars that are operationally efficient, on brand strategy, and market relevance.
- Engages industry and internal resources to develop concepts and programs that are aligned with brand pillars and appropriately designed to deliver sustainable competitive advantage.

### Marriott International HQ – Maryland, US

MANAGER, RESTAURANTS + BARS, GLOBAL OPERATIONS

September 2017 – December 2019

- Design, develop and implement beverage programs for Marriott International's different hotel brands.
- Work closely with the beverage council on selections of beer, wine, spirits and N/A beverages for hotel brand specific beverage programs.
- Work with specific hotel brands to identify changes needed to beverage programs based on market research and trending data. Update MGS where needed to ensure continents have correct information to execute beverage programs.
- Authored M+E Batched in Parts playbook and co-authored M+E beverage playbook. Both programs are on MGS.
- Assist with high level conference support and design. Examples; GDC, GBP, GDS, GOM and BOD.
- Assisted in the planning and creation of BARSTUDIO<sub>sm</sub>. Produced multiple BARSTUDIO<sub>sm</sub> training activations.
- Assists in identifying industry trends, and competitive situations and opportunities that are relevant to the restaurant and bar business.
- Assisted in the creation of online digital platform MiBev. Created MiBev's cocktail database partnering with industry experts and Marriott International's top bartending talent in BARSTUDIO<sub>sm</sub>.

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- Assist in the development of global training programs.
- Assist as a resource for hotel openings. Assisted opening team with Sheraton Hotels Santos beverage development for their Lobby Bar and O Lager restaurant. Soon to assist CALA All-Inclusive opening.
- Design multiple documents, using Adobe suite products, for presentations, concept development, beverage programs and exterior facing documents.

## **ONE18 EMPIRE, Marriott Downtown – Calgary, Canada**

### FOOD AND BEVERAGE SUPERVISOR – BAR MANAGER

January 2017 – September 2017

- Ensure the execution of a great service through managing the team.
- Ensure our restaurant achieves beverage cost goals.
- Create new beverage programs and implement them.
- Be an example to all staff.
- Train all bartenders on technique, efficiency and product knowledge. (especially whisk(e)y).
- Complete everyday management duties.

## **ONE18 EMPIRE, Marriott Downtown – Calgary, Canada**

### BAR TENDER/LEAD

June 2016 – January 2017

- Produced 2017's new wine and beer list, focusing on local wines and beers as well as quality. (Included market research and budget for proposed list.)  
Created connections with local reps.
- Look after stock management - created and set up entire new inventory system  
Partender - Place all liquor orders weekly.
- Implemented Old Fashioned Central.
- Lead by example, encouraging and teaching when needed.
- Winner of Raise the Bar Competition.
- Train all bartenders in the M Club Concierge Lounge.
- Bourbon certified within the Marriott.
- Helped with the production of the fall/winter cocktail list.
- Supervise restaurant when needed.

## **Curran Consulting – Calgary, Canada**

### JUNIOR SUPPORT CONSULTANT

October 2015 – September 2016

- Lead point of communication for the company.
- Assist in all Executive Assistant duties.
- Quality Assurance on final products to clients.
- Compile and present important case specific data.
- Create, implement and design all branding for the company.
- Finance and business administrative duties.
- Document creation and design.
- Update website weekly.

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## **Haro's Restaurant – Vancouver Island, Canada**

### BAR MANAGER

July 2013 – December 2015

- Ensure the smooth operation of the business when the general manager is off.
- Look after stock management. Place all liquor orders weekly.
- Lead by example, encouraging and teaching when needed.
- Cover serving shifts in the restaurant when needed.
- Create cocktail and beverage menu for the restaurant.
- Taking reservations and looking after hosting duties.
- Handling and looking after large sums of cash.
- Opening and closing the restaurant.
- Maintain a clean working environment, in line with restaurant policy to acceptable Health Standards.

## **Red Peppers – Birmingham, England**

### HEAD WAITER

July 2012 – May 2013

- Looking after large section of tables turning them over multiple times.
- Full knowledge of food and beverage menus.
- Ensuring opening and closing procedures are completed every day.
- Training and looking after continuing development of new wait staff.
- Taking reservations and looking after hosting duties.
- Handling and looking after large sums of cash.
- Cover management when needed.
- Maintain a clean working environment, in line with restaurant policy to acceptable Health Standards.

## **The Living Room – Oxford, England**

### HEAD BARTENDER AND IN STORE TRAINER

July 2011 – July 2012

- Mastering the 90 cocktails on the cocktail list.
- Free pouring exact ounces, single and double measures.
- In store trainer - training all new bartenders.
- Leading the bar team by example.
- Completing schedules, stock take and being in control of ordering weekly stock.
- Cellar duties - organizing all new stock. Maintenance of cellar room and changing the beer lines.
- Ability to serve many people at once fairly resulting in greater amount of money taken.
- Conduct weekly pour tests, and health checks, and send results to head office.
- Cover management when needed.
- Competing and winning two Oxfordshire flair competitions.

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## **Koi Dining and Lounge – Gold Coast Australia**

HEAD WAITER

March 2010 - July 2011 + February 2007 - May 2008

- Set up restaurant for busy service.
- Provide exceptional customer service.
- Prepare, advise & serve coffee, cocktails and premium wines & champagne.
- Maintain a clean working environment, in line with restaurant policy to acceptable Health Standards.
- Mastering the food and beverage menus.
- Cleaning and packing down of restaurant.
- Communicate well with staff and management to ensure all guests are happy.
- 'Manage the door' where I would have to seat everyone optimizing space and time management in order to maximize profit for restaurant.

## **Beluga Restaurant – Gold Coast Australia**

BAR MANAGER AND RESTAURANT SUPERVISOR

January 2009 - March 2010

- Demonstrate strong leadership skills gaining the respect of a strong team.
- Manage and control stock levels, ordering, schedules, and staff personnel.
- Ensure the business runs smooth and efficiently through the use of good procedures and good management.
- Created the Beluga Bar cocktail list, mixing drinks that not only taste great but also match certain dishes on the restaurant menu to enhance the dining experience.
- In control of cashing up the tills and securing the premises at nighttime.
- Train all new bar staff in customer service, mixology and efficiency.
- Ensure food service runs smoothly and customers' needs are met to the fullest.

## **REFERENCES**

**Olivier Rassinoux** – Snr Director, R+B Development - The Americas, US +1(310) 994-7437

**Angela Kuzma** – VP R+B, Global Operations, Marriott International HQ, US +1(646) 483-1586

**Alejandro Lobo-Guerrero** – General Manager, ONE18 EMPIRE, Calgary, CAN +1(808) 283-2047

**Fran Shields** – Managing Partner, Curran Consulting, Victoria, CAN +1(250) 508-0826