



# BARNABY ENRIQUE BENAVIDES

· HOSPITALITY STRATEGIST, BRANDS SPECIALIST AND ENTREPRENEURIAL MINDSET

## SUMMARY

### Bio

Results-oriented Hospitality Leadership offering 20-year background in the production of Hospitality management and highly-effective operational and teams' leadership. Creative and cross-functional professional adept at generating entertaining and engaging with relevant topics for guests' services.

Proven track record



implementing effective ideas and management systems to increase values and business standards. Motivational leader, skilled at team building and streamlining operations. Extensive career background in the major's areas of branded hotels and resort and unbranded hotels and restaurants, working and training in over the Dutch Caribbean.

## PROFILE

BARNABY HAS WORKED AS A CLIENT'S FACING, BUSINESS HOSPITALITY MEMBER IN SEVERAL COMPANIES. IN BOTH SALES, FRONT AND BACK OF THE HOUSE FOR OVER MORE THAN 15 YEARS. IN HIS PREVIOUS ROLE IN A SALES ENTERPRISE DELIVERY AND BRANDS PROJECT ORGANIZATION, HE MANAGED BUSINESS RELATIONSHIPS ACTIVE CUSTOMERS, INDEPENDENTLY FACILITATED PITCHING, PROSPECTING, AND CLIENTS RELATIONSHIP IN THE CARIBBEAN AREA AND UNITED STATES.

ON THE SIDE, BARNABY ESTABLISHES AN ONLINE CONSULTING PLATFORM PROVIDING BUSINESS AND STRATEGIES SOLUTIONS TO EVERYDAY OPERATIONS. IN JUST MONTHS HAS SCALED TO A MULTI FIGURED PLATFORM.

WITH FEATURES IN SOCIAL MEDIAS, BARNABY HAS BECOME A FIXTURE IN THE MEDIA AND BUSINESS EXPERT SPACE.

PRESENTLY . BARNABY IS EXPLORING BUSINESSES AND CORPORATIONS ALIKE AND PROVIDES 1:1 CONSULTATIVES SERVICES TO BUSINESS - TO - BUSINESS CLIENTS, SUPPLIERS AND POWERHOUSE HOSPITALITY SEEKERS AROUND THE WORLD.

## CAREER

### 2021 - Present

#### Italy and the world BV and The Palma Food

- Brands Specialist and Distributor, Willemstad
- Provide excellent services to all customers to ensure achievement of all production goals and coordinate with local distributor to maintain all assign territories.
  - Maintain records of all sales and organize various events for consumer sampling.
  - Assist customers to relate to brands and associate with same in various events and implement all marketing activities.
  - Administer all agency resources to ensure achievement of all objectives and ensure compliance to all federal and state regulations.

01/2020 - 07/2020

### **Cabana Beach Club and Van Der Valk Business**

Assistant General Manager, Willemstad

- Coordinated monthly budgets, managed profit and loss and consistently met desired margin targets.
- Efficiently met business targets to provide streamlined operations performance.
- Controlled business inventory to keep it beneath \$10000 through effective oversight and usage monitoring.
- Tracked comment card data, logging information to identify marketing trends, needs for improvement and guest satisfaction.
- Applied knowledge of coverage needs and individual employee strengths to produce effective team schedules.

08/2018 - 06/2019

### **Sorobon Windsurf And Wellness Resort**

Food and Beverages Manager, Kralendijk

- Recruiting, training and supervising staff.
- Agreeing and managing budgets.
- Planning menus.
- Coordinated optimal guest relations from initial contact through final check-out to boost satisfaction and brand loyalty.
- Priced and ordered food products, kitchen equipment and food service supplies.

04/2017 - 09/2017

### **Spice Beach Club**

Food and Beverages Assistant Manager and Events Utility Coordinator, Kralendijk

- Responsible for the daily operation and organization of the various F&B outlets, ensuring the quality of the execution of the work.
- Managing, motivating, coaching and assessing the service brigade through personal coaching in the workplace and performance and assessment interviews; creating a good working environment that leads to maximum productivity.
- Ensure efficient working methods and procedures and instruct them to employees.
- Ensuring a balanced and qualitative composition of the menu, wine list and beverage assortment, among others in collaboration with the Chef.
- Checking the operational costs in the F&B department and making proposals for cost efficiency

## CONTACT

🏠 Dutch Caribbean  
☎ +59996923645  
📠 +2977420545  
✉ barnaby@barnabyishere.com  
📧 barnabyishere  
📞 +5997779639  
🌐 www.barnabyishere.com

in barnabybenavides  
🐦 @barnabyishere  
f /barnabybenavides

● 07/2014 - 04/2017

### **Harbour Village Beach Club**

- Food and Beverages Supervisor,  
Guest Services Agent , Interim Front Office Manager  
Resident Manager, Kralendijk
- Conducted asset supervision of Food and Beverages operation including banqueting, bar services, inventory and restaurant standard utilizing an upscale operation asset management to maximize standards and profitability.
  - Provided asset assistance in Guest Services areas and full support in the reservation and guest management service for Front Office Department.
  - Conducted asset operation due diligence and guest interaction procedures.
  - Conducted overall managing of the resort solving inquires and guest needs after office hours as resident manager with fully supervision tasks. working with third parties in asset security and quality service.
  - Responded to guests, including email, telephone and in-person inquiries.

● 02/2010 - 05/2012

### **Divi Aruba Phoenix**

- Deli Supervisor, Palm Beach
- Providing Food and Beverage assistance as Cashier and Supervisor plus managing Cash floats and Daily Sales Revenue.
  - Managed Deli outlet operation and oversees daily revenue and quality control aspects.
  - Counted tills for beginning of shift with start money and balanced and reconciled register at end of shift.
  - Supported front end procedures to keep items well-stocked to prevent shrinkage.
  - Greeted customers and responded to requests for information.

● 11/2006 - 01/2010

### **Chez Mathilda Grand Francais House**

- Head Bartender and Maître d", Oranjestad
- Manage all interns' operation with Restaurant Bar Manager and Maître Dei and Reservation and POS (Point of Sales).
  - Drinks High Quality preparations, Describe and recommend wine selection and Daily Bar stock and Order Supplies.
  - General inventory task and analysis services for promotion and beverages sales increases.
  - Ordered and maintained inventory of bar products, including alcohol, soft drinks and supplies to drive high volume of sales.
  - Managed bar area, including cocktail design and menu, inventory, regulation compliance and customer relationships.

- **10/2002 - 12/2004** **Curacao Marriott And Emerald Casino**  
Guest Relations Officer, Willemstad
  - Handle guest request and concern promptly and with courtesy.
  - Maintained guest satisfaction and loyalty demonstrated through multiple online reviews.
  - Resolved guest challenges and complaints by applying resourceful and actionable solutions.
  - Investigated guest complaints and utilized critical thinking to foster expedient resolution.

## EDUCATION

- **1996 - 1998** **High School Preparatory**  
ISC International School Of Curacao, Willemstad High School
- **2000 - 2002** **Hospitality Associate of Applied Science, A Management**  
FEFFIK, Willemstad  
Tourism Management Courses
- **2004 - 2006** **Middelbaar Algemeen Voorgezet Onderwijs**  
San Antonio College, Oranjestad  
Associate of Applied Science, Administration

## PROJECTS , COLLABORATIONS AND PARTNERSHIPS

- 2021 **ONLINE MODERATOR**  
*Cloudworkers LTD*  
Wordsmithed original platform-specific content appealing to target audiences.
  - Monitored user comments and moderated activity.
- 2020 **SALES AND BRAND STRATEGIST PROMOTION**  
*island Direct LLC*
  - Promote products and services of the organization to customers and negotiate contracts with the aim of maximizing profits.
  - Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing options.
- 2019 **COACH AND TRAINING PROGRAM**  
*Porto Restaurant*
  - Offered individual and group feedback to address staff performance concerns.
  - Controlled budget expenses by approving food, beverages and supplies purchases.

2018

### **TASK FORCE COURTYARD BY MARRIOTT OPENING PROCEDURE**

*Courtyard By Marriott Bonaire*

- Complete scheduled inventories and stock and requisition necessary supplies.
- Administered food planning, purchasing, preparation and service for Food and Beverages organization and carefully adhered to health standards in dining area and kitchen

2008

### **TASK FORCE RUTH CHRIS STEAKHOUSE OPENING**

*Aruba Marriott And Stellarsi Casino*

- Supported serving staff, food runners and bussers to keep dining room presentable and ready for guests.
- Set up and decorated menu marketing boards with current meal and drink specials.

## **SKILLS**

### **Soft Skills**

Adaptability Skills	● ● ● ● ●
Record of Reliability	● ● ● ● ●
Strategic Planning	● ● ● ● ●
Guest Services Expertise	● ● ● ● ●
Operational Oversight	● ● ● ● ●

### **Strong Skills**

Hospitality Asset Member	● ● ● ● ●
Operation Administration	● ● ● ● ●
Team Building	● ● ● ● ●
Communication Skills	● ● ● ● ●

## **COURSE**

2000 - 2001

### **TOURISM MANAGEMENT**

*FEFFIK, Willemstad*

Training and Educational Institute Hospitality Training

2016 - 2016

### **EMS FIRST AID RESPONDER**

*Red Cross International, Kralendijk*

CPR AND FIRST AID CARE ASSISTANCE

2016 - 2016

### **TOUR GUIDE SERVICES**

*Bonaire Tourism Office, Kralendijk*

· Tour Guide Course and Training Program

## **VOLUNTEER WORK**

### **GUEST SERVICES**

**Curacao Medical Center | 2019 - Present**




Guest Services General Inquiries Opening Hospital Venue

### **EARTH DAY CLEANING**






**Green Phenix | 2020 - Present**

Social enterprise that transforms plastic waste into new usable products and creates a circular economy in the Caribbean region



## ADDITIONAL ACTIVITIES

-  Foreign languages.
-  Volunteering & fundraising
-  Leadership Activities




## COMPETENCES

-  · Ability to work in team and individual
-  · Flexibility and Adaptability
-  · Ability to work within a multicultural environment
-  · Ability to Follow procedures
-  · Consensus-building and teamwork

## INTERESTS

-  **Blogging**  
Consultant Blogger
-  **Traveling**  
Cultural Exchanges and Communities Integration

## ACHIEVEMENTS

-  **Marriott International**  
· Recognized as Employee of the Quarter by Marriott International Board for outstanding performance and team contributions. Courtyard by Marriott 2018
-  **Harbour Village Beach Club**  
Promoted to Interim Front Office Manager due to High Performance Strategy and Training Student Action Plan integration that achieved promotion by Management Team. Harbour Village Beach Club 2016
-  **Cabana Beach Club**  
· Created highly effective new Team Building Strategy that significantly impacted efficiency and improved operations. Cabana Beach Club 2020

## REFEREES

**Cristina de Palma**  
, CEO and Director De Palma Food  
+39 389 518 2128  
italyintheworld@mail.com

**Jean Marc Petin**  
, Hotel Vast Specialist  
jmpetin@gmail.com  
jmpetin@gmail.com

**Michael Rodrigues**  
, Porto Restaurant Director  
+599 9 695 5302  
portorestaurant@gmail.com

