|  |  |  |  |
| --- | --- | --- | --- |
|  | |  | |
|  | |
| * **Areas of Experience** * ***12 years of experience in Food & Beverages Industry specialized in F&B Retailing. A successful track record across multi functions like Operations Very Strong at Store & Business Development, Sales, Customer Care & MIS management*** * ***Profit Centre management skills with in-depth knowledge of Operations and acumen for Store & business development*** * ***Knowledge on Work Force Management, Contact Centre, Backend Operations.*** * ***Experienced in Client Servicing and Excellent People Management skills*** | | Personal Summary   * Focus Areas : Customer Care Operations, Operation Management, Performance Benchmarking * Leadership, communication, team building, strategic planning, and problem solving skills. * Current area of activity: Managing operations for Planning, Forecasting, and Revenue management for one of the leading clients in the F&B industry. * Ability to drive performance and results through clear vision, strategy, and effective leadership. * Now looking for a new and challenging position which has vendor agnostic, one which will make best use of my existing skills and experience and also further my personal and professional development. | |
| Experience   * 2 years of experience as Franchise Manager South India * 3 years of experience as Area Manager * 5 years of experience as Associate Business Manager * 2 years of experience as Store Manager & Crew Member | |
| Strengths   * Hospitality & Culinary Management * Front- & Back-of-House Operations * Budgeting & Cost Controls * Menu Development * Teambuilding/Training/Supervision * Safety/Sanitation/Quality Controls/Vendor/Inventory Management * Guest Service Excellence * Multioutlet Operations * Turnaround Management * Strategic Marketing & Sales/Payroll/P&L Management | |
| Profile:   * Highly efficient and customer-orientated Food And Beverage Manager with 12 years experience in food and hospitality environments. Adept communicator with team leading and development skills. Forward thinking multi-tasker able to analyse situations and costs, and successfully determine profitable outcomes*.* * Have demonstrated expertise in Operational Management spanning across various verticals like Food & Hospitality and Client relationships for global customers. * Focused on client-focused organizational culture, resulting in significantly enhanced customer satisfaction and Revenue generation on the development and implementation of strategic plans, and managing large and small teams of multiple disciplines. | |
| **Work Experience # 01**   |  |  |  | | --- | --- | --- | | Franchise Manager | Honeybee Amusements Pvt Ltd (OSR GROUP) | March 2012 -Jun 2015 |   **Job Profile*:***   * Handling Ice Cream Concept **MiniMelts** Of (HoneyBee Amusements Pvt Ltd) * Managing Franchise For South India (Karnataka, Andhra Pradesh, Tamil Nadu & Kerala) * Handling Business Development, Signed 21 Location in Bangalore, 4 Location in Chennai, 3 Location in Hyderabad. * Developing departmental excellence through holistic leadership to ensure business growth * Enable internal business partners to make informed business decisions pertaining to resource utilization (infrastructure, systems and people) * Developing relevant training interventions in accordance with requirements. * Compiling reports and statistics for the Top Management * Coordinating with Human Resource for maintaining appropriate staffing at level. * Retention of existing business, streamlining of business processes, maximizing contract profitability and strong operational management of all contractors. * Responsible for P & L & Revenue Forecasting.   **Achievements:**   * Handling Business Development, Signed 21 Location in Bangalore, 4 Location in Chennai, 3 Location in Hyderabad in 3 Months. * Involved and Identity Location for Hoarding across Bangalore.   **Work Experience #02**   |  |  |  | | --- | --- | --- | | Area Manager | Global Franchise Architects | July 2010 to March 2012 |   **Job Profile**   * Handling three concept of GFA (**Coffee World**, **The Donut Baker** & **Cream & Fudge Factory**) which comprise of 25 stores in Bangalore. * Target Achievement versus budget by 115% & increase Comp sale by 37% * P&L preparation for all stores * Financial Controls * Legal & Labor activities * Efficient Supply chain management * Budgeting & Forecasting for complete financial year * Business Plan for all the months as per season wise * Customer Service & Retention. * Identifying the Core & Non Core Customers. * Strong People management skills * Recruitment & Training * Attrition Control & Staff Retention * Appraisals * **Additional Responsibilities** * Helping franchise for new store setup * Preparing, strategy and marketing plans for the franchise * Helping franchise to run a profitable store  |  |  |  | | --- | --- | --- | | Area Manager | Devyani International Pvt Ltd | Jan 2010 to June 2010 |   **Job Profile:**  **Work Experience #03**  **Work Experience # 03**   * Been a part of launch team for Costa Coffee in Bangalore. * Opened 7 stores in Bangalore in 1 and half months. * Recruited and Mentored 5 stores managers and 7 Asst. Store Managers. * Coordinated with HR in recruitment of 56 CSAs. * Organized IPL kiosks in Chinnaswamy Stadium (Bangalore). * Organizing local supply and handling the local stadium authority for Accreditation and passes.  |  |  |  | | --- | --- | --- | | Area Manager | Barista Coffee Company | Sep 2002 to Dec 2010 |   **Job Profile:**  Started my stint as a Brew Master (Bangalore) overseeing the store operations in the Bangalore and currently posted at Bangalore as Associate Business Manager (Bangalore) since December 2005.  Focus Areas: Store target Achievement, Guest Relation and Retention, On Job Training Store Team, Product Quality Assurance, Controlling Cogs at Store Level & Increasing Profitability at Store Level, & Helping Human Resource for Recruitment.  Key Result Areas included   * Achieve Store Targets * Increasing Profitability at the Store Level & for Same Stores Last Year. * Enhancing Guest Relationship & Retention * Responsible for Manpower management including recruitment, rewards and recognitions for Store Team * Quality & Assurance Lead at Store level to ensure adherence to quality and Hygiene standards. * Managing a team of 150 people. * Controlling Cogs     Achievements:   * Responsible for increasing stores **from 2 to 21 stores** since taking over Hyderabad operations * Achieved Sales Target by 110% in 2007-08 & Current Year 105% on Given Target * Increased FFO by 8% versus last year in same store * Trained and mentored the top brew masters in the company for next level * Attained the lowest attrition rates in the company with zero recruitment costs * Maintaining database of guest * Encourage & Trained Brew Master for IBC * Reduce cost of goods in Bangalore city by 6 %   **Rewards & Recognitions**:   * Awarded as best Area Manager for achieving targets on every month. Barista Coffee Company consecutively for 5 years (2005, 2006, 2007, 2008, 2009) * People’s Management Award , Barista Coffee (2009) * Best Store Award for performance and Target achievement for consecutively 8yrs Barista Coffee Company   **Education**   * Graduate in B.Com from Bangalore University * Completed Software Course (2 Yrs). | |



**Gulfjobseeker.com CV No:** **1486032**