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| * **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.
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| 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
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| 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.
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| **Work Experience # 01**

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| 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**

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| 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

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| 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.

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