**Résume**

Sagar

Sagar.268934@2freemail.com

**Career Objective**

To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all of our customers, with the key aim of retraining and attracting new customers.

**Performance**

Dynamic professional with extensive experience providing penalized customer care and customized coffee delights outgoing individual with notable success serving customers in fast-paced and challenging environment. Focused on customer satisfaction, service excellence, and beverage quality, Areas of excellence include.

* Point of contact/ Greeter - Customer Support - Order Fulfillment
* Personalized Care/Service - Food/Beverage Serving - Problem Solving
* Staff Training/Development - Inventory Management - Customer Care

**Working Experience**

**Makara General Trading**

**P.O.Box: 128840, Dubai, United Arab Emirates**

**Tel: +971 4 2731141 Fax: +971 4 2731142**

[www.makaracafe.ae](http://www.makaracafe.ae)

**Store In charge/Batista Trainer** from Sep 12 2014 to till date

Key Responsibilities

* Oversee all café employees, including: hiring and terminations, performance and pay reviews, training and continuing, education, discipline and commendation.
* Management of front of house; customer service, preparation and presentation of beverages and information, operational procedures.
* Management of Back of House operations; Payroll, scheduling, ordering and sales and profitability
* Contribute ideas as far as operational flow.
* Be ON-CALL with the responsibility to respond to problems or fill in when needed.
* Proactively train staff to maintain and uphold all company and café policies
* Handle customer complaints with professionalism and tact.
* Create the schedule, manage time off requests, and ensure the coffee bar is properly staffed.
* Proactively solve problems and make decisions that benefit the café and company at large.
* Analyzing and planning restaurant sales levels profitability.
* Maintain regular and consistence attendance and punctuality

**Star Bucks Coffee International (M.H. Alshaya)**

**P.O.Box: 1277, United Arab Emirates**

**Tel: +971 44549000 Fax: +971 4 4534083**

[www.alshaya.com](http://www.alshaya.com)

**Shift Supervisor** from March 2011 to April 2014

Key Responsibilities

* ­Management of staff, management of production and quality targets and to ensure the smooth running of the production processes
* Quality and product that is produced within the shift in line with the company’s quality systems, processes and procedures.
* Manage, develop and motivate direct reporting staff.
* Monitor, measure and report on production related process performance general issues.
* To ensure good communication is given either verbally or written to all members of staff.
* To ensure that health and safety rules and regulations are ahered to during the shift and all matters relating to this are dealt with using the resources within the company in line with the companies health and safety policy.
* Problem solving and troubling shutting skills are used to ensure that all team members can identify root cause and take fast effective action to resolve the problems in hand.
* Act with integrity, honest and knowledge that promote the culture values and mission of star bucks.
* Giving training to new barista
* Responsibility for the business performance of the restaurant
* Analyzing and planning restaurant sales levels and profitability

**Training & Achievement from M.H. Alshaya**

* **Training certificate from M.H. Alshaya for customer understanding, Shift Supervisor workshop, effective Communications, managing and organizing**
* **Award Certificate from M.H. Alshaya for scoring 96% barista Examination.**
* **Bravo Award from M.H. Alshaya.**

**Hot Brands International LLC(Fast Food Chain Restaurant)**

**P.O.Box: 52546, Dubai, United Arab Emirates**

**Tel: +971 4 286 3660**

[**www.hotbrandsinternational.com**](http://www.hotbrandsinternational.com)

**Restaurant Supervisor** from July 2008 to Feb 2011

Key responsibilities

* Responsibility for the business performance of the restaurant
* Analyzing and planning restaurant sales levels and profitability
* Preparing reports at the end of the shift/week, including staff control food control sales, taking setting budgets and/ or agreeing them with senior management
* Coordinating the entire operation of the restaurant during scheduled.
* Managing staff and providing them with feedback
* Maintaining high standards of quality control, hygiene and health and safety.

**Training & Achievement from Hot Brands International**

* **Training for Basic fire awareness organized by hot brands international**
* **Training for Basic Food Hygiene Class organized by Johnson Diversely**
* **Award Certificate from Hot Brands international for employee of the month three month in a row.**

**Educational Background**

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| --- | --- | --- | --- |
| Level | Institute  | Address | Pass Year  |
| Graduate | Nepal Commerce compus | Kathmandu Nepal  | 2007 |
| Intermediate  | Welham’s Higher Secondary School  | Jawalakhel, Lalitpur, Nepal  | 2004 |
| School Leaving Certificate  | Shree Shiddhimangal High School  | Shiddhipur, Lalitpur, Nepal  | 2002 |