Gunjit

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**Restaurant Manager**

**A Guest-Focused professional with an excellent track record of exceeding Sales and Profit Targets, driving growth and profitability for Fine Dining and Smart Casual Dining restaurants.**

***Profile Summary***

* **Hotel Management Graduate from Institute of Hotel Management, India**(Famously known as PUSA) inthe year April ,2007.
* ***Having more than 8 years of experience in the the Food and Beverage Industry in India and U.A.E. where in have worked with the pioneer organizations of Casual Dining and Fine Dining.***
* ***Had been part of the successful Restaurant Pre-Opening team as a leader for 6-restaurants inclusing 2-Peppermill Restaurant (Fine dining Indian concept) and 4- Galito’s(Smart Casual Dining South African Peri-Peri concept) .***
* Has completed **3- World Renowned Management Programmes from Mc Donald’s International Co-operation, Certified and approved by A.P.M.E.A. Mc Donald’s In-Co**.(Asia, Pacific, Middle East and Africa).
* Was also selected and sent **from U.A.E. as the Leader of the Pre-Opening Team of First Galito’s restaurant opened in Lulu Mall,Kerala, India** by Tablez Food Co. in September’2015.
* **Currently working as a Restaurant Manager for Galito’s Brand, Tablez Food Co., Dalma Mall, Abu Dhabi, U.A.E.**

***Education & Professional Qualifications***

* Bachelor of Hotel Manangement from Institute of Hotel Management and Catering Technology &

applied nutrition. April 2007(**Approved by Ministry of Tourism, Govt. Of India**).

* Undergone World Renowned Management Courses from Mc Donald’s International Co operation, Certified and Approved by Asia Pacific, Middle East & Africa **A.P.M.E.A.** namely **Basic Shift Management, Advance Shift Management & Effective Management Practises**.
* Completed **P.I.C. Training Level 3** from Dubai Municipality Feb 2014.

***Area Of Excellence***

**Shift Management Guest Service Production Control**

**Crew and Management Training Ordering Inventory Management**

**Business Planning Management Information System(M.I.S.)**

**Team Motivation L.S.M.(Local Store Marketing) New Restaurant Opening**

** *Career Timeline***

**Assistant Restaurant Manager:**

**Mc Donald’s , Jan’2010 to June’2012**

**Management Trainee: India**

**Mc Donald’s June 2007 to Nov’2007**

**Restaurant Manager:**

**Tablez Food Co., U.A.E.;**

**Galito’s Restaurants**

**Dec’2014 to till date**



**Shift Manager:**

**Mc Donald’s , Nov’2007 to Jan’2010**

**Assistant Restaurant Manager:**

**Tablez Food Co., U.A.E.;**

**Peppermill Restaurants**

**July’12 to Dec’2014**

***Work Experience: Details***

* **November’2014 to Till Date:**

**Working in Tablez Food Co., U.A.E. (F&B division of the Renowned EMKE Group international) as a Restaurant Manager in Galito’s Smart Casual Dining Restaurant, South African Franchised brand known for its No.1 Flame Grill Chicken. Started in the year 1996 in Nelspruit, South Africa, Galito’s has more than 140 restaurants all around globe.**

**Currently based in Galito’s , Dalma Mall, Abu Dhabi.**

**Tablez operates 30 Outlets, Five Peppermill Restaurants, Four Bloomsbury’s Cafes, Five Galito’s, Fourteen** **London Dairy Outlets in the U.A.E. and One Bloomsbury’s Restaurant and One Galito’s Restaurant in** **India.** Tablez have 2-Home Grown Concepts(Peppermill and Bloomsbury’s) and other Franchisee concepts. Other upcoming Franchised concepts includes Famous Daves, Genghis Grill and Sugar Factory in U.A.E. and Cold Stone Creamery Franchisee in India.

* **July’2012 to November’2014:**

**Joined Peppermill Fine dine cuisine restaurants, Tablez Food Co., U.A.E.** *(****Contemporary Indian Fine Dining Restaurant Serving Colonial Indian Cuisine. What’s On Award winner for Best Indian******Restaurant, in the year 2015)****.* **as an Assistant Restaurant Manager in July’2012 and started working as a Restaurant Handler by October’2012.**

* **June 2007 to June 2012:**

**Joined Mc Donald’s as a Management Trainee in the year 2007 through College Campus Placement and raised till the position of Assistant Restaurant Manager.**

***Job responsibilities/ Work Profile:***

**Galito’s(Tablez Food Co.)(Dalma Mall, Abu Dhabi)**

*Famous South African restaurant brand which is known for its No.1 Flamed Grilled Chicken. As well as also known for the popular usage of Peri - Peri in its Concept.* ***Have a more than 140 Restaurants in Globe including Asia, Africa and Northern America. A 100 Cover Restaurant doing around 300 covers on Avg.***

***Job responsibilities divided among understated systems:-***

**Primary Systems**

* **Shift Management**
* Starting by making the **Daily Floor Plan, Briefing Sheet** and completing or conducting **Follow Up on the completion of the Open/Close Checklist** by the Supervisors.
* Conducting **Team Briefings** 2-times in a Day.
* Regularly **observing and F/Up on the delegated tasks**.
* Maintaing strong **Safe and Cash control**.
* **Service**
* Observation and F/Up on the Service staff for the adherence of the **Service S.O.P.s and maintaining the warmth in the service.**
* Conducting **regular Guest table visits** to take the **feedback** and conduct the necessary recovery if required.
* **Co-ordination with Kitchen team and Chefs** to provide a smooth flow of food from the kitchen.

* **Production Control**
* **Conducting travel path , line check and Fulfillment of checklist** with the Kitchen Incharge to analyse the stock level and Hygiene and cleanliness standards.
* **Providing the sales trends to the Chefs** for **ordering** and regularly monitoring the stock level for optimum use.

**Support Systems**

* **Training**
* Making and conducting **training plans for New Team Members and** **Refreshal Training Plans for the experienced members** as per the restaurant operational needs.
* **Conducting regular Tests and refreshals of Team Members** to judge knowledge and refresh the same on regular intervals.
* **Supporting Training team in implementation of Training Plans** for New systems , S.O.P.’s and procedures going to be implemented.
* **Regular training and Follow up** on the performance of the Restaurant Buddy Trainer and Supervisors.
* **Inventory Management**
* **Taking regular inventories i.e. Weekly for crucial items and Mid**- **Monthly and Monthly for all the restaurant stock** and mailing it to concerns for the calculatiuon of Variances and Food Cost.
* **Putting strong control on transfer and movement of all the stock** in hand to avoid wastage and Pilferage.

* **Maintaing proper records for Breakages of Crockeries & Glasswares and wastages** of all the items**.**
* **Ordering**
* Handling and maintaining the **ordering of Crucial items and Special** **Ocassions orders**.
* Sharing the **accurate sales trends with Kitchen Team** for proper ordering of all the stuffs.
* **Regular Follow up on the ordering** done by Supervisors and kitchen team.
* **Sending of all the L.P.O.’s and Invoices to H.O.** concerns after personal verification and posting in M.I.S. on Mid-Month and Month-End Basis.

**Management Systems**

* **Business Planning**
* **Sales Forecast** **creation** for the **upcoming year** using the last years datas to make the Individual Monthly sales planning easy .
* Making **CAPEX(Capital Expenditure sheet)** for the upcoming year by judging and putting all the important and necessary expenses for the upcoming year.
* Making **OPEX(Operational Expenditure sheet)**for the upcoming year by judging and putting all the important and necessary expenses for the upcoming year segregating them monthly wise.
* Creating Business control strategies by analysing the Monthly P&L got from accounts and presenting the **P&L review** as a Restaurant representative in front of the Higher management in monthly meeting.
* Conducting **Competitor Analysis** for New Openings and mailing the personal S.W.O.T. analysis to the management.
* Creation of **L.S.M. team** and providing Extra revenue by developing different channels of revenue through L.S.M. like organising Birthday Parties, In-Store Crew competitions, Tour operators bookings, Home Delivery Flier Distributions, Mall Staff promotions etc.
* **Management Information System(M.I.S.)**
* Mailing and Follow Up on mailing of all the **Daily, Weekly and Monthly** **reports** to the concern from the restaurant on timely basis**.**
* **Mailing Month End Reports** : Inventory, Wastage, Stock Transfers, Menu Engineering and Marketing Analysis sheet to concerns.
* Making and mailing the **Crew and Management Schedule** to concerns on a weekly and timely basis.
* **Team Motivation**
* Conducting regular **personal One-on- One sessions** with Team Members to analyse the oppurtunities in operations and Motivation level of Team.
* Conducting regular **Crew Competitions** fairly to give equal opportunity to all to grow and develop the skills and hence increase in restaurant Profitability.
* Providing regular **Recognitions and Rewards** to the Performing Crew members to update and motivate them about their Performance and to retain the Talent in the organisation.
* Organising **regular training sessions** to help and motivate the team members in Day to Day operations.
* Evalauting the performance and providing appreciation by growth and increments to deserving Team Members and Supervisors by conducting **Mid-Year and Annual Performance Appraisals.**

**Mc Donald’s (New Delhi, India)**

*World’s No.1 Fast Food Chain Restaurant known for its Quality Food and Fast service. Was posted in the Major High Volume Restaurant doing more than 1500 – 2000 covers on a daily basis.*

**Asst. Rest. Manager: Dec. 2007 – June 2012**

**Mgmt. Trainee : June 2007 - Nov. 2**

* Handling all daily operations including promotional activities, interaction with the customers, strategically planning.
* Taking care of all employees (50 on various levels) right from selecting, hiring, training, scheduling & providing corrective & positive feedback to further promote & groom them into self-disciplined, successful individuals. Making accurate daily, weekly, monthly & quarterly projections for sales trends, transaction trends.
* Hold effective management meetings to exchange ideas on any operational obstacles & giving necessary inputs or directives to the managers for individual growth & experience.
* Making, analyzing & reconciling monthly profit & loss statements & formulate corrective action plans by setting objectives for self & team.
* Conducting annual performance reviews, on one-on-one basis.
* To plan & execute all preventive maintenance, troubleshooting and planned maintenance programs for the store.
* To gather customer & employee feedback and judge patterns, trends to initiate specific actions for continuous improvement of total customer experience in the store.

***Personal Information***

* **D.O.B : 27TH Nov 1986**
* **Hobbies : Listening to Music & Watching Movies**
* **Languages Known : English &Hindi, Punjabi(Verbal only)**