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Objectives:

* Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales
* Dynamic guest service professional experienced Retail Industry, Fast Food Industry & Hospitality Industry.
* Excellent in listening to guest needs, articulating product benefits and creating solutions that provide value to the guest.
* Build and maintain enduring guest relationships to boost sales and generate repeat business.

**My Attributes:**

* Responsiveness: Willingness to help and provide prompt service.
* Understanding the guest making an effort to know customers and their needs.
* Enjoy rapport building and guest interaction.
* Professional and confident.
* Hard working and positive attitude.
* Can easily adapt to any new implementation.
* Can inspire others to work honestly.
* Team player. Can gel well with any teams thus developing strong bonding.
* Willingness to learn new things at work place.
* Taking initiatives to implement new developments and raising the standards of service.

Work Experience:

1) Current Organization: **GODREJ NATURE’S BASKET, PUNE (India)**

Roll: **ASSISTANT BUSINESS MANAGER. (Operation Incharge)**

Tenure: May 2016 till Date.

**NATURE’S BASKET**: The best of world food can also be good for you. Natures

Basket presents selections of healthy and delicious products, whether you are trying to lose weight, change your lifestyle or just look after your body.

Godrej is established in 1897. Godrej Nature’s basket continue to reign the gourmet space as bags two very precious award for the Coca Cola Golden Spoon Award 2012 hosted by Food & Grocery Forum in India on 12th Dec 2012.

The leading gourmet destination was recognized as a “Most Awaited Specially Retail of

The Year” and the “ Most admired National Supermarket Chain of the Year”

Also won the “Times Food Award”.

**JOB PROFILE:**

* Handling team of 6 Category Managers and 35 Guest Service Associates.
* Responsible for guest satisfaction, loyalty programmed enrollment and guest retentions.
* Organize events for promoting Health Food Products for Healthy life.
* Responsible for monthly sales and category targets tracking and achievements.
* Making duty roaster, handling bio matrix and attendance.
* Responsible for smooth operations and coordinating with various departments,

HR, Category Team, Accounts, Online etc.

* To ensure stock availability and standard merchandising and avoid stock out.
* Handling international and local suppliers along with promoters for smooth and timely deliveries of material.
* Responsible for month end stock take.
* Making daily reports of sales, Expiry, Damage, Wastage and Consumption.
* Making purchase requisition.
* Competitor analysis and bench marking.
* Conducting daily, weekly and monthly staff briefing to acknowledge them about

current store sales and achievements.

2) Organization: Baasaree Pure Veg Pune , India as an Owner. (2015-2016)

Roll : **Owner.**

Responsibility:

* Responsible for restaurant operation.

3) Organization: Domino's Pizza Pune. (India)

Role : **Shift Restaurant Manager**:

Tenure: 18th August 2012 to 16th November 2014

**Domino’sPizza**:Domino's Pizza is one of the world's most recognized pizza companies. Domino's delivers pizza right to the door and offers a pick up at their store as well. Most major cities in the United States have a Domino's Pizza and the chain has expanded to over 8000 stores around the world. With a wealth of fresh ingredients and a variety of menu options---Domino's fulfills customer's cravings for Italian American foods.

**JOB PROFILE:**

* Handling team of 01 Training Ace and 42 Guest Service Associates.
* Responsible restaurant smooth operation and excellence guest service.
* Responsible for daily inventory, sales, weekly and monthly reports.
* Handling Shift and preparing duty roaster.
* Evacuate P n L report
* Food cost control.

3) Organization: Hyatt Regency Hotel PUNE. (India)

Roll: Food & Beverage Associate

Tenure: Feb 2011 – Aug 2012

**HYATT REGENCY PUNE:**

Hyatt Regency Pune provides modern 5-star accommodation in Pune. It also offers an indoor pool, a sauna and a Jacuzzi. Contains 219 luxury room and 110 Guest Service

apartments. Coffee shop, Italian Restaurant, huge Banquet and meeting rooms,  
Rooms at Hyatt Regency Hotel Pune offer a flat-screen television, a spa bath and an iPod docking station. Each has wireless internet access, a mini bar and a private bathroom with bathrobes.   
Those staying at Hyatt Regency Pune can sit down to a unique dining experience at the in-house restaurant, suitably based for those who want to stay close at mealtime. Each evening, guests can relax in the lounge bar.   
  
The hotel offers disabled parking and is an easy drive from University of Pune, Suzlon Energy and College of Engineering Pune. The helpful staffs at the tour desk are available to book tours and sightseeing trips in Pune.

**JOB PROFILE:**

* Worked as senior Food & Beverage Associate.
* Worked as Bartender role.
* Able to handle own conference and meetings.

4) Organization**:** ITC Hotel **Fortune Select Exotica**, Navi Mumbai (INDIA)

Roll: Food & Beverage Associate

Tenure: December 2008- December 2010

**Fortune Select Exotica Hotel Navi Mumbai**

Provides a modern setting while in Navi Mumbai. It also features a sauna, an outdoor pool and a Jacuzzi.   
There are a variety of amenities on offer to guests of Exotica Fortune Select, such as

Body treatments, a rooftop terrace and meeting facilities. For a fast and effortless arrival and departure experience, guests can take advantage of the express check-in/check-out

Facility.   
The modern rooms at Fortune Select have wireless internet access and all the necessities for an enjoyable stay.   
Those staying at the hotel can sit down to a unique dining experience at the on-site restaurant, ideally based for those who want to stay close by for a meal. Each evening, guests can enjoy a drink in the cozy lounge bar.

**JOB PROFILE:**

* Worked as senior Food & Beverage Associate.
* Worked as Bartender role.
* Able to handle own conference and meetings.

5) Organization: ITC Hotel The Windsor Bangalore.(INDIA)

Roll: Industrial Trainee.

Tenure:May 2008 – Nov 2008

**JOB PROFILE:**

* Responsible for Mise-en-place.
* Done training in various departments like F&B, HK, Kitchen etc.

Academic qualifications:

* Diploma in Hotel Management and Catering Technology from Saraswati Institute Pune, 2008
* Higher Secondary Certificate from (Maharashtra board) in Year 2007.
* S.S.C.from (Maharashtra board) in Year 2005.

Technical Skills:

* **Well verse over Microsoft Word, Microsoft Excel, Power Point and Outlook.**
* **SAP Software (Retail).**
* **POS Software.**
* **Sales and Commercial Performance:**

• Prepare and participate in the preparation of sales budgets

• Maximize sales and profitability of the brand

• Maximize productivity targets (sales per sqft, ATV, Conversion etc)

• Control costs within budgetary guidelines

• Identify internal and external commercial opportunities

• Ensure effective Stock and Space Management

• Conduct SWOT review to analyze the customer profile

• Provide monthly feedback on competitor and event activities

• Suggest improvements based on benchmark practices

* **Inventory Management & Stock Distribution:**

• Ensure effective Inventory and Warehouse management in the territory (order management, stock consolidation, movement and transfer, optimum stock utilization, stock return and shrinkage)

• Review and analyze stock and sales reports monitoring over and under stocks, implementing corrective action to be taken

• Review and effectively deal with fast/ slow lines, new ranges and end of ranges and implement necessary action

• Provision of monthly feedback to Concept on sales, stock positions and product feedback.

* **Business Management & Development:**

• Strategize and seek opportunity for expansion in the territory

• Manage roll-out of new projects and time bound implementation of projects

• Research and look for good property and location.

* **Operational Standards and Management**

• Prepare Territory operating plan (new store, seasonal and store) and ensure effective implementation

• Ensure all the stores are in compliance with the store operating and customer service standards

• Ensure all the stores are in compliance with the company policy on employment and state laws, health and safety standards

• Ensure all the stores portray the company image in all aspects of personal presentation and adheres to the company dress code as laid out by the Company

• Ensure all store sales, promotions are planned effectively, executed and promptly and maintained professionally

* **People Management:**

• Manage and support in team recruitment

• Conduct staff welfare activities (housing and transport)

• Ensure that all new recruits understand their job and inducted well within the company

• Monitor and appraise the performance of retail staffs in coordination with area retail managers and developing individual career plans.

• Set KRA's for direct reports and conduct performance appraisal

• Oversee staff deployment and drive motivation levels of the direct repartees.

Personal information:

Date of Birth : 20th Jan 1990

Sex : Male.

Nationality : Indian

Marital S : Married.

Languages Known : English, Marathi & Hindi.

Visa Valid : 31st March 2017

Strong believer in : “Learning Never Ends”

Reference:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.