**Dhurba**

**Dhurba.352148@2freemail.com**

**POSITION APPLIED: SHIFT SUPERVISOR**

**CAREER OBJECTIVE:** High energy Shift Supervisor with over 7+years of experience,Effecient and enthusiastic with strong knowledge of the food And beverage industry,proficient in managing high volume operations.

**PROFESSIONAL EXPERIENCE**

* **Shift Supervisor March 2009-June 2012**

 **Americana (KFC) Dubai,UAE**

* **Shift Supervisor December 2012-Present**

 **Starbucks Al Barsha Dubai,UAE**

**Shift Supervisor’s Duties and Responsibilities:**

* Acts with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks.
* Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
* Anticipates customer and store needs by constantly evaluating environment and customers for cues.  Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.
* Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed. Provides feedback to store manager on partner performance during shift.
* Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.
* Creates a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance.
* Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs.
* Develops positive relationships with shift team by understanding and addressing individual motivation, needs and concerns.
* Executes store operations during scheduled shifts. Organizes opening and closing duties as assigned.
* Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
* Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
* Follows up with baristas during the shift to ensure the delivery of legendary customer service for all customers.
* Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
* Recognizes and reinforces individual and team accomplishments by using existing organizational tools and by collaborating with store manager to find new, creative, and effective methods of recognition.
* Utilizes operational tools to achieve operational excellence during the shift.
* Maintains regular and punctual attendance

**Additional responsibilities**

* Assists in creating sales volume growth.
* Assists in supervising a profitable store.
* Assists Store Manager and Assistant Manager in planning and executing all sales
* Promotions effectively and efficiently.
* Safely handles all hot and cold drinks or food items during drink preparation.
* Verbally receives and calls back customer orders in a friendly manner.
* Responds pro-actively to prevent and resolve customer service situations.
* Accurately rings sales orders into cash register and counts back change to customers
* In a courteous and friendly manner.
* Giving store greeting, directions to store location, receiving and filling customer

 Orders.

* Answers customer questions regarding coffee blends, preparation, etc., in a courteous
* And friendly manner.
* Weighs, grinds and packs coffee per customers’ orders according to company
* Guidelines.
* Sells and serves baked goods and miscellaneous food items to customers successfully.
* Maintains efficient, friendly service standards.

**TRAINING/SEMINAR ATTENDED AND COMPLETED:**

* Attended **“Basic Safety Training”**
* Elmentary First Aid
* Fire Prevention and Fire Fighting
* Personal Survival Techniques
* Personal Safety and Social Responsibility
* Attended “Food and Beverage”
* Certified Barista
* Certified Barista Trainer
* certified shift supervisor

**EDUCATIONAL ATTAINMENT:**

College **Bachelor of management(commerce)**

 **Damak Multiple collage**

Secondary **Shree Bhanu Higher Secondary School.**

 Satasidham-4, Jhapa, Nepal

**ATTRIBUTES:**

* Excellent in verbal and written English communication.
* Service oriented person, motivated, reliable and ability to work successfully on own initiative as part of the team.
* Self-driven person, ready to learn things faster and interested to be trained on any field of work.
* Responsible, hardworking and flexible.
* Ability to direct the work of others
* Ability to learn quickly
* Effective oral communication skills
* Knowledge of the retail environment
* Strong interpersonal skills
* Ability to work as part of a team
* Ability to build relationships