# C:\Users\Subway\AppData\Local\Microsoft\Windows\INetCacheContent.Word\IMAG0112_1.jpgRahul

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PERSONAL PROFILE

* Guest oriented, excellent communication skills, problem solver, calm and stress resistant, focused, hardworking, dedicated and punctual, friendly attitude. Dynamic personalitycarrying a vast experience of 12yrs professional experience in F & B Sector. I am passionate towards my goal, always striving hard with interpersonal skills for the growth of the organization and myself. Believes in team work and never gives up. I have experience in most of the F&B segments Restaurant, Coffee Shops, Food courts & other QSR. My experience consists working in companies like Jubilant Foods (Domino’s Pizza), Barista coffee, Blue Foods, Dish Hospitality, Travel Food Services & King Group Hospitality
* **PROFFESSIONAL EXPOSURE: Restaurant Manager at Mahek Food LLC from 02nd February 2017 .**
* **Restaurant Manager at King Group Hospitality from 12th July 2015** To **07th December 2016.**

Kulcha King is a vertical of China King Group and operates F&B Outlets at High Streets of Dubai &Sharjah.I am responsible for handling operations of total 4 outlets at the Karama and Al Barsha Location Dubai. We have 11 outlets operational currently and another 18 outlets in pipeline in the second phase of next year. I handle a team of 75 – 80 staffs which includes Managers, Asst. Managers, Shift Managers and team members. Also overlooking the housekeeping department. I have equally contributed in opening one outlet. From Project stage, getting project work done from contractors as advised, maintaining pre-opening checklist and follow ups on pending jobs. Training, setting up the restaurants and running smooth operations, Setting up SOP’s and on job training. My Core Role is to be in line with my Area Manager, Complete tasks given by him, Delegate jobs down the line. Give ideas to improve Sales and Reduce Costs.Meeting with the managers.

**Outline of My Current Responsibility**:

* Take responsibility for the business performance of all the four restaurant.
* Analyze and plan restaurant sales levels and profitability
* Organize marketing activities, such as promotional events and discount schemes
* Prepare reports at the end of the shift/week, including staff control, food control and sales
* Create and execute plans for department sales, profit and staff development
* Set budgets or agree them with senior management
* Plan and coordinate menus
* Coordinate the operation of the restaurant during scheduled shifts
* Recruit, train, manage and motivate staff
* Respond to customer queries and complaints
* Meet and greet customers, organize table reservations and offer advice about menu choices.
* Maintain high standards of quality control, hygiene, and health and safety
* Check stock levels, order supplies and prepare cash drawers and petty cash.

**TRAVEL FOOD SERVICES PVT LTD.**

**11th Nov 2010 to 18th June 2015.**

**Travel food Services has outlets across airports in India (Delhi, Mumbai, Jaipur, Cochin, Trivandrum) and Muscat**

TFS operates QSR and BAR formats in the airports, brands like KFC, Pizza Hut, Subway, Dominos, Mc Donald’s, CBTL, Barista, CCD, Nirula’s, Baskin Robins and MOD.We also had our in house QSR brands like Cafeccino, Coffee & More, Curry Kitchen, Idli.com, Mumbai Streat and Mumbai se.

**Outline of my Responsibility at TFS.**

* Based at Mumbai taking care of the operation at International Terminal handling a wide 24x7 operations of overall 50 outlets. I have also been involved in opening of new outlets International Airport. I hada service team of approximate 180 team members and team leaders reporting to me on my shift.
* Complete all tasks given by the Brand Manager on daily basis.
* Handle all guest complains with complete follow-ups and service recovery.
* Review the P& L and Food cost report and work on the areas where it is not achieved as per the target.
* Ensure SOP’s are followed at all the outlets, conduct regular audits for Hygiene, Service and Quality.
* Smoothly operate the outlet on daily basis coordinating with support functions for requirements.
* Training the staff on regular basis and evaluating them, giving the team members training who lack behind in some areas and promote the team members who have achieved completing their modules.
* Some important reports were followed like food cost report which was done on weekly basis which helped us to take adequate actions in the coming week to achieve the given figure.
* Following the Pace sheet or the Projection sheet which helped us in doing the proper day to day ordering and maintain a minimum spoilage level.
* Conducting regular Audits on cash and stock to ensure there is zero pilferage so that there is no loss in revenue.
* Motivating the staff so that they enjoy working with their colleagues and in the organization, boosting their moral by giving them incentives and taking them for periodical outings to reduce the stress level after getting approvals from dept heads.

**Pan India Food SolutionPvt Ltd ( Blue Foods) Bangalore as a Floor Manager from 3rd July 2007 to 30th September 2010.Pan India has outlets in over 130 locations across 9cities .**

Pan India being one of the leading players in the organized retail-food business in India ,Blue Foods operated with lead brands-Spahetti Kitchen ,Coper Chimney Bombay Blue, Gelato Italiano,Noodlebar,TheCoffeee Bean & Tea Leaf ,and Food Courts - Spoon and Food Talk.

**Outline of my Responsibility at Pan India Food Solutions**

* Based at Bangalore taking care of the food Court and Gelato Italiano. I have also involved in the opening of three Gelato Counters at three Malls in the high street of Bangalore
* Complete all task given by the Restaurant Manager
* Overlooking smooth operation for Service ,Kitchen & Stores
* Responsible for the training of staffs
* Responsible for handling guest complaints
* Responsible for stock ordering by following the projection sheet
* Responsiblefor maintaining good customer and public relation within the community
* Responsible for maintaining proper inventories ,ensures compliance with cash control procedures ,and complete related and administrative reports as required
* Producing Staff Roasters
* Greeting And attending the customers
* Offer new menu solutions, and Gelato flavors to the management
* Consistently monitor product and waste costs to remain with goals

**Worked with Cafe Coffee Day as a Cafe In charge from 24July 2007 to 24th October 2008.Cafe Coffee Day (CCD)is an Indian cafe chain owned by Coffee Day Global Limited**

Cafe Coffee Day has 1530 outlets across 29 states of India. It has also expanded outside India with its outlets in Austria (Vienna),Czech Republic Malaysia and Egypt.

**Outline of my Responsibility at Cafe Coffee Day**

* Overlooking smooth operations of the Cafe
* Training the staff on regular basis and evaluating them.
* Had to maintain the targets, both Top line and Bottom line, suggesting and implementing ideas to increase the top line.
* Agreeing to budgets
* Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
* Promoting and marketing the business
* Overseeing stock levels
* Ordering supplies
* Handling customer enquiries and complaints
* Greeting and advising customers
* Keeping statistical and financial records
* Assessing and improving profitability
* Setting targets
* Handling administration and paperwork
* Making improvements to the running of the business and developing the restaurant.

**CAREER STARTER**

**Restaurant Sales Executive from 08/11/2005 to 30/05/2007**

**Worked with Nirulas Corner House PVT LTD at Delhi**

* Achieving Sales Targets
* Upselling
* Following FIFO
* Customer Delight
* Maintaining Report
* Stock Indenting
* Cash Handling

**EDUCATIONAL QUALIFICATION:**

* Bachelor OfArts from DHSK College, Dibrugarh (Assam) – 2008.
* Higher Secondary Certificate (H.S.C.) from DHSK Commerce College,Dibrugarh (Assam) – 2003.
* Secondary School Certificate (S.S.C.) - from Niranjan School Dibrugarh (Assam) – 2001
* Also Hold PIC from Dubai Authorities.

**COMPUTER SKILLS:**

MS Windows Latest version, MS Office 2010, Internet, Email.

Worked on Professional Software:Shawman POS /Shawman Gold / M.M.S/Maître de, SAP.