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**Suraj**

**Suraj.363708@2freemail.com**

**Summary**

 Customer -oriented fast food Manager with deep experience in systems and processes, food safety regulations and pacesetter. Friendly, hardworking team player with a passion for food and customer satisfaction. , Desires a position in a fast-paced Restaurant or Café.

**Preferred Area:**  Food & beverages.

**Availability**: Full time.

**Education**

* **Government Senior Secondary School – Chandigarh, India.(2009)**

* **Bachelor of Science in Hotel Management & Catering Technology Chandigarh, India.(2013)**

**Highlights**

* Reliable and punctual.
* Neat, professional appearance.
* Very supportive and have ability.
* Excellent multi-task.
* Engaging personality.
* Culinary knowledge.
* Commitment towards work.
* Very supportive and have ability to grasp new concepts.
* Proven leader.

**Accomplishments**

* Served as key contributing member to Leadership team.
* Understanding customer satisfaction through regular interactions & feedback both on the floor and by feedback calls.
* Mentor, Motivate & monitor the frontline team to ensure delivery of qualify services responsible for ordering.
* Understanding customer expectations and requirements to align Dine in services and home delivery services accordingly.
* Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
* Customer Assistance.
* Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.
* Handling customer calls and quires.

**Financial Excellence**

* Controlling food cost by following the standards, keeping very close tracks of inventory at all items.

**Experience**

 **Pizza Hut India – Chandigarh**

**Shift Manager (O7/2013 – 08/2015)**

* Prevented store losses using awareness, attention to detail and integrity.
* Organized weekly sales reports for the sales department to track product success.
* Developed highly empathetic client relationships and earned reputations for exceeding sales goals.
* Cross trained and provided back-up for the other customer service representatives when needed.
* Expressed appreciation and invited customers to return to the store.
* Worked as team leader performing cashier duties, product assistance and cleaning.
* Promptly responded to general inquiries from member, staff, and clients via mail, e-mail and fax. Stocked and rotated inventory regularly.
* Generated leads for new sales through telephone and email contact with customers.
* Regularly sought opportunities to up sell and add on additional merchandise.

 **Chicking (Albayan food LLC) – Dubai**

 **Assistant Manager (07/2015 – Still working)**

* Working with the operation manager to improve operation, sales and profitability.
* Maximizing profits by controlling labor costs and expenses.
* Continuously reviewing and managing team performance.
* Supporting the Store Manager in identifying opportunities for commercial advantage.
* Providing an exceptional in store experience for customers.
* Checking off and signing invoices and credit notes on a weekly basis.
* Managing staff training requirements.
* Delegate work and give tasks to individuals to do.

**Technical certificates**

* Three months course in basic computer.

 **Academic Achievement Award**

* 3rd place in Ball Badminton in state school Tournament.
* Participated in School Theatre play role.
* 4th place in Chandigarh junior state Ball Badminton Championship.
* Got two times Employee of the month in Pizza Hut Restaurant.
* Got Area Coach Award for quarterly basis performance.
* Rewarded as best Assistant manager in Chicking.

**Personal Details**

**Date of Birth**: 11-Sep -1990

**Civil Status**: Single

**Nationality**: Indian

**Languages Spoken**: English, Hindi, Bengali, Punjabi

**Visa Status**: Employment Visa (**Al Bayan food LLC**)

**INTERESTS**

In view of the above I request your kind consideration to give me the opportunity to serve your

esteemed organization in the capacity mentioned above for which act of kindness I shall be very

thankful and grateful to you.

**DECLARATION**

I hereby declare that the above information and particulars are correct to the best of my knowledge

and belief.

References can be furnished upon request.