**Name: NAVI**

**NAVI.364194@2freemail.com**

**OBJECTIVE/ JOB PREFERENCE:**

To join an Organization at a Suitable Position that is in line with my

Qualification, work experience and capability, where my skills and knowledge

Can be put to productive results

**Preferred Area:-Food & Beverage services**

**Availability**: -- Full time

**EDUCATIONAL QUALIFICATION:-**

- 10th Pass from P.S.E.B Board.

- 12th Pass from P.S.E.B Board.

- B.H.M from **Emperial institute of management science & research.**

**Work Experience:-**

> Two years’ experience in **PIZZA HUT as a SHIFT MANAGER (Aug-2011 to July 2013)**

> Two years’ experience in **DOMINOS PIZZA** as **Sr. Assistant Restaurant Manager**. (Nov-2013 to Aug-2015)

> Currently working with **Chicking Al Bayan foods LLC** as **Restaurant Manager** in Dubai about one & half year.

**Technical Certificates:-**

Three Months course in Basic Computer

**Work Accountabilities:-**

* **Handling Customer calls and quires.**
* **Marketing for sale.**
* **Enhance customer satisfaction through regular interactions and Feedback both on the floor and by feedback calls.**
* **Understanding customer expectations and requirements to align Dine – in Services and Home Delivery Services accordingly.**
* **Taking care of Inventory.**
* **Mentor, Motivate & Monitor the frontline team to ensure delivery of qualify services Responsible for ordering.**
* **Initiate team activities to strength team spirit.**

**Responsible for making the daily P & L of the restaurant. And identifying areas of opportunities in consultation with the Restaurant Manager Making P&L.**

**Financial Excellence:-**

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

**Customer Satisfaction:-**

* **Achieve high standards of delivery norms for repeat business.**
* **Interact with guest to troubleshoot on complaints & ensure customer satisfaction.**

**Local Store Marketing:-**

* **We’re doing local tie-ups with companies to get more business to the company.**

**Training to Staff:**

* **Taking one on the job evaluation to keep the job knowledge of the team at par.**

**Conducting daily briefings to enhance the job knowledge of team members**

**Appreciation’s Tokens:-**

**I have earned following appreciation tokens.**

* **For increasing sales.**
* **Controlling food cost.**
* **For getting 100% CHAMPS three times in Row.**
* **For handling customer complaints with the positive attitude.**

**For ‘Employee of the month’ FOUR TIMES IN PIZZA Ludhiana.**

* **Best ODC awards from District Manager.**
* **For getting award for highest number of JPM (junior pizza maker).**

**Personal Details;-**

Date of Birth: 07th of August 1992

Languages: **Fluency in English, Hindi, Punjabi**

Nationality : Indian

**Hobbies:** Listing Music, and Communicating with people and Playing Cricket.

**Date**