Curriculum-vitae

Mohan

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# Career Objective

Aiming constant up-gradation, both professionally & personally, to achieve new height of success and to make significant contribution and hold up a challenging position through diligence and dedication towards the organization.

# Present Status

**Company : Yum YumTree Restaurants, Bukhowa Investment l.l.c. Dubai**

**Designation**  **: Outlet Supervisor**

## Duration : September, 2015 to till date

**Job Profile :**

* Oversee a staff of approximately 10 Food Court Worker.
* Maintain a high quality of food.
* Keep check on the quality of service given to customer.
* Customer handling and ensure customer delight.
* Keeping a track for daily Sale, Expenses & generate a report.
* Imparting appropriate in-house training on Service Excellence and Teamwork to provide support to the service staff.
* Manage the shift persons and preparing shift roasters (weekly/monthly).

###### Work Experience

1. **Company : NeighbourHood Bar & Grill (Restaurant cum Bar)**

**Designation**  **: Restaurant manager**

## Duration : June, 2014 to August 2015

**Job Profile :**

* Keep check on food quality and the quality of service given to customer.
* Customer handling and ensure customer delight.
* Keeping a track for daily Sale, Expenses & generate a report.
* Taking Care of L4/L5 Register.
* Manage the Inventory of Bar Stock
* Manage the shift persons and preparing shift roasters (weekly/monthly).

**2. Company : Bizzy B Nitro Café (QSR format Restaurant)**

**Designation**  **: Unit. Manager**

## Duration : May, 2010 to May 2014.

**Job Profile :**

* Keep check on food quality and the quality of service given to customer.
* Customer handling and ensure customer delight.
* Keeping a track for daily Sale, Expenses & generate a report.
* Responsible for external audit of norms followed for maintain Quality.
* Audit &Control inventory/store.
* Manage the shift persons and preparing shift roasters (weekly/monthly).
* Joined As a Shift Manager Promoted to Asst. Manager then Unit Manager.

**3. Aroma of China - Authentic Chinese Restaurant,**

**(BJN Hotel Ltd.) Ambience Mall, Gurgaon**

**Designation**  **: Cashier cum Asst. bar Tender**

## Duration : Dec, 2008 to April 2010

**Job Profile :**

* To prepare and maintain all reports and records as per company norms.
* Keep a track for Daily billing and cash flow and submitting report to Management.
* To make and implement strategies for handling both Stations (Cash& Bar).
* Having the knowledge of Cocktails &Mocktails.

**4. Company : Pizza Hut, Sector 23 & Cyber Greens, Gurgaon**

**Designation : Management trainee**

## Duration : April, 2007 to Oct 2008

**Job Profile :**

* Handling customer complaints& taking corrective actions to avoid such incidents in future.
* Training team members for effective handling and hospitality etiquettes.
* Keeping a track for daily billing and cash flow and submitting report to management.
* Motivating junior & field staff towards company’s goal & team work.

**5. Company : Pizza Corner, PalamVihar, Gurgaon.**

**Designation : Cashier-cum-Production Supervisor**

Duration : December, 2005 to March, 2007

#### Job Profile :

* Joined as delivery cum server.
* Promoted to Cashier in just after six months of joining.
* Lead the team of Riders and supervise their functioning.
* Also handling cash flow and billing.

**Technical Qualifications:**

* Working on order booking, billing & report generation Software (owned by Pizza Hut)
* 6 months certificate course from CCT New Delhi with the following packages:
* MS DOS, Windows 98/2003, INTERNET and EMAIL, MS-Office: Word, Excel

**Educational Qualifications:**

* Graduate, B.A. (Pass), from Delhi University (Correspondence).
* Passed **12th**from CBSE, Delhi.
* Passed **10th**from UP Board.

**Strengths**

* Good Interpersonal and Communication skills.
* Ability to work in a team with diverse backgrounds.
* Strong commitment to quality.
* Determination, dedication, and discipline.
* Willing to learn and adapt to new opportunities and challenges.

**Achievements**

* Awarded for Best Employee of the Month in Bizzy B Nitro Café.
* Awarded for Best production Supervisor & Best Dough Slapper in pizza corner.
* Awarded for best order taker &managing costumer relation at Pizza Hut.
* “Champ Excellency Award” for team work and motivation.
* “A-certificate” achiever in NCC (National Cadet Course).