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**Vijayakumar**

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**Objective**

Energetic results-oriented self-starter with over 11years’ experience in sales management and customer service. Possess in organization, written oral communication. Listening and interpersonal relationship skills. Self-directed sales professional who take pride in maintaining the highest ethical standards at all time. Inspire loyalty. Team commitment workforce diversity, Quality performance, and compliance with organizational directives.

# **Personal Data:**

* Place of Birth: Kerala India.
* Nationality: Indian
* Marital Status: Married.
* Date of Birth: 01 April 1982

# **Educational Background:**

* BA in Philosophy (Not Completed).
* BA in English Literature.
* Diploma in RLP (Restaurant Leadership Practice) Hamburger University Dubai.

**Work Experience*:***

**McDonald’s UAE (Emirates Fast Food Co. Llc.) as Store in Charge from July 2013to March 2017.**

* Manage the restaurant in accordance with Company Policies and Procedures including directing the activities of employees in maximizing sales, operating efficiency and profit.
* Ensure the P&L are within the company targets and improve PAC and SOI by controlling expenses.
* Develop a 31Q Plan yearly basis as monthly Profit plan of the restaurant.
* Assume overall responsibility for the correct implementation of the One-System. Ensure all employees are provided with the appropriate training and resources to perform their duties safely
* Achieve 100% QSC Standards within the restaurant by ensuring that all employees are focused on exceeding customer expectations for Cleanliness, Hospitality, Accuracy, Maintenance, Product and Speed of Service.
* Ensure that controls and procedures are implemented on each shift under their control to protect the security of employees and company funds.
* Ensure that controls and procedures are implemented to protect the security of employees and company funds.
* Coordinate the effective recruitment and selection of team members using company systems.
* Forecast and schedule management and team member labor within budget. Ensure tasks are only undertaken by those employees certified to perform them.
* Train and develop team members to meet the standards of performance required. Monitor performance and implement corrective action where required.
* Keep the Operation Consultant informed of any competitive activity that is likely to affect the trading results of the restaurant
* prepare annual estimates of expenditure, maintain budgetary and inventory controls and make recommendations to management
* conduct orientation programmers for new employees
* Financial contribution, assist in maximizing store profitability by seeking opportunities to increase sales. Managing inventories and controlling materials and costs. Weekly, monthly and quarterly reports.
* Store Goals, assist in encouraging full participation of partners in creating store goals and development plans.
* Develop a motivated and high performing team committed to delivering clear goals
* Develop a culture of actively seeking feedback from customers on a regular basis
* To manage all employees’ performance in line with job descriptions, giving regular feedback and appraisals
* Manage all areas of the restaurant simultaneously during low volume periods.

# **Languages:**

* **Malayalam:** Mother Tongue.
* **English**: Fluently Spoken and Written.

**Skills**

**Computer Skills**.

* **MOS:** Excel, Word, Power point. From Nirmala ComputerCenter.

I hereby declare that the above mentioned particulars and true and correct to the best of my knowledge and belief.