Has own car and UAE valid Driving Licence 

*Deepak*

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*Objective*:

**An energetic individual focused to pursue a career in Retail & Hospitality Industry. A keen planner at achieving the set goals & targets, while adhering to the highest levels of personal integrity and professional ethics*.***

*Summary*:

11 + **years’ of** rich and elaborate experience in the areas of *Retail/Sales/Hospitality/Delivery Operation/ Training /Operations/ Qsr/Customer Service/ Business Development* /F&B operation. Currently employed with –Chowking. as *Sr Restaurant Manager*- handling Sales, Delivery operations, project implementation, F&B operations, hospitality, budgeting, Training & Development, profit centre operations, Team Management, Customer Service .

PROFESSIONAL SNAPSHOT

***Retail / Operations / Qsr / Hospitality / customer service / Sales / Training/ Delivery / SOP***

* Exploring potential business avenues and managing marketing & sales operations to achieve increased business growth and initiate Sales development efforts.
* Analyzing latest marketing trends and tracking competitors’ activities and providing valuable inputs for fine tuning sales & marketing strategies; facilitating service improvement initiatives.
* Vast experience of situations where rapid scale-up is required in tough, uncertain environments, P& L Management through Revenue growth , Sales and Operations Management , Business Development , Competitive Analysis. Formulating & implementing area sales strategies, handling activities like reviewing sales , sales planning by studying the existing market environment for business expansion.
* Conceptualising sales promotional activities as a part of brand building & market development effort through local store marketing.
* Experienced, dynamic & distinguished creative talent with high caliber in handling operation.
* Ability to analyze develops, establish, & maintain efficient operational workflow.
* Proactive professional with excellent consensus building, negotiating and organization skills coupled with a strong background in tour operation management and cooperation with various departments.
* Well focused and hardworking, self-motivated and team oriented, effective team player with good communication and inter-personal skills.
* Monitoring after sales service activities like quickly resolving customer complaints, follow up with the customers, sales & post sales issues and handling grievances for superior customer service.

WORK EXPERIENCE

**Chowking**

**Location-** Dubai

**Designation-** Sr Restaurant Manager.

**Department-** Operation

**Period-** Aug 2017 – Till date

Key Responsibilities

* Ensure all the reporting and control procedure in the operations, customer service, and quality of production, hygiene & cleanliness standards, maintenance & general administration are completed.
* Review financial statements, sales & activity reports, data to measure productivity & goal achievement, determine areas needing cost reduction and program improvement.
* Take corrective actions to ensure targets are met/ exceeded.
* Enforce & support all training & development plans for all staff as per company’s policy.
* Monitor labor by analyzing store reports, labor scheduling and labor productivity.
* Competition Mapping & Analysis of the Business in the assigned territory.
* Implementation of the companies SOP’s in stores ensuring 100% compliance.
* Restaurant budget planning.
* Developing an environment of learning & people development, reviewing managers and team member performance during the appraisal and developing them for the next position.
* Creating and sustaining an environment that fosters development opportunities & motivates break through performances.
* Monitoring & auditing the stores on the set parameters on regular intervals.
* Using appropriate reports (COS, COL, P&L, Sales analysis etc) to analyze the business and establish program for improvement.
* Reinforcing staff adherence to uniform, grooming and appearance standard as well as safety, security and sanitation procedures.
* Seek and respond to customer feedback in order to achieve positive outcomes and high levels of customer satisfaction.
* Respond to audits that are completed by the company and the govt authority to ensure continual improvement is achieved.
* Manage all necessary operational audits to ensure compliance to health and safety regulations and brad standards.
* Plan , direct and coordinate the service delivery of all operational areas in order to meet and exceed customer expectations.
* Responsible in the delivery of smooth clerical ,administrative and finance management work to ensure that the store adheres to internal system processes in cash management and people management .
* To ensure all the SOP’s are getting followed as per the Company and Govt norms and make a effective action plan to ensure continuous improvement in the restaurant operation .
* Reviewing food cost on daily basis to ensure the wastage are in control .
* Projectioning and ordering of raw materials to ensure availability of the products in the restaurant .
* Review P&l and other expenses on daily basis and establish an action plan for the improvement to ensure the expenses are under control.

**Dominos**

**Location-** Gurgaon.

**Designation-** District Manager.

**Department-** Operation

**Period-** Feb 2014 – January 2017.

Key Responsibilities

* Heading & Leading the daily Operation and Delivery Business across 5 locations in Gurgaon. Managing, training, and motivating a team of more than 150 people including 100 Drivers.
* Ensure all the reporting and control procedure in the operations, customer service, and quality of production, hygiene & cleanliness standards, maintenance & general administration are completed.
* Drivers hiring and training , analysis of delivery cost ( COL , Bike maintenance , Fuel cost ) to ensure the expenses are within the budget.
* Review financial statements, sales & activity reports, data to measure productivity & goal achievement, determine areas needing cost reduction and program improvement.
* Take corrective actions to ensure targets are met/ exceeded.
* Manage the catering operation with the available resources within budget and to achieve sales and GP targets.
* To ensure the efficient and effective delivery of catering operations and designated services to the client organization in accordance with the agreement of the contract.
* Handling and organizing the kiosk and stall operation in the events, schools, college and corporate.
* Interviews and hire employees evaluate employee’s performance, resolve minor employee grievances.
* Enforce & support all training & development plans for all staff as per company’s policy.
* Monitor labor by analyzing store reports, labor scheduling and labor productivity.
* Competition Mapping & Analysis of the Business in the assigned territory.
* Implementation of the companies SOP’s in stores ensuring 100% compliance.
* Restaurant budget planning.
* Developing an environment of learning & people development, reviewing managers and team member performance during the appraisal and developing them for the next position.
* Creating and sustaining an environment that fosters development opportunities & motivates break through performances.
* Monitoring & auditing the stores on the set parameters on regular intervals.
* Using appropriate reports (COS, COL, P&L, Sales analysis etc) to analyze the business and establish program for improvement.
* Reviewing customer mystery reports to deep level and taking action to increase customer satisfaction.
* Implementation of new changes on the basis of sales trend analysis & Idea’s for growth of existing sales. Planning & executing the local store marketing initiatives.
* Execution of all new product launches through the team.
* Conducting regular audits of all restaurant facilities and operations to ensure only Quality products and services are delivered.

**Chicking – Quick Service Restaurant.**

**Location-** Delhi- NCR

**Designation-** Area Manager.

**Department-** Operations.

**Period-** May 2012 - Feb 2014.

### Key Responsibilities

* Handling sales, operations & Delivery of 2 stores across Delhi NCR.
* Managing, training, and motivating a team of more than 80 people.
* Coordination with Government bodies for specific permissions & licenses.
* Implementation of the companies SOP’s in stores.
* Monitoring & auditing the stores on the set parameters & helping the store team in smoothening the daily operations & controlling the pilferage.
* Recruitment & Training of staff.
* Tracking of targets VS achievements of whole Area and taking appropriate action accordingly.
* Preparing daily MIS & other reports of the whole Area.
* Preparation of P& L accounts.
* Inventory management & budget controlling of expenses.
* Implementing 100% compliance as per the SOP.
* Have played a key role in creating and implementing ops SOP’s for the brand.
* Have played a key role in vendor development for the company.
* Have played key role in developing and implementing Company’s delivery policy & procedure.
* Interviews and hire employees evaluate employee’s performance, resolve minor employee grievances.
* Conducting regular audits of all restaurant facilities and operations to ensure only Quality products and services are delivered.
* Enforce & support all training & development plans for all staff as per company’s policy.

**Pizza hut – Most trusted F&B brand in India.**

**Location-** Gurgaon

**Designation-** Restaurant General Manager & Training Manager

**Department-** Operations.

**Period-** May 2008 - Apr 2012.

### Key Responsibilities

* Conduct orientation sessions and arrange on-the-job training for new hires.
* Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
* Develop testing and evaluation procedures.
* Conduct or arrange for ongoing technical training and personal development classes for staff members.
* Confer with management and conduct surveys to identify training needs based on projected production processes, changes, and other factors.
* Develop and organize training manuals, multimedia visual aids, and other educational materials.
* Plan, develop, and provide training and staff development programs,using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
* Analyze training needs to develop new training programs or modify and improve existing programs.
* Review and evaluate training and apprenticeship programs for compliance with government standards.
* Review all reports including daily book prepared by department to ensure complete information, relevance, and accuracy and follow up points with a systematic distribution policy to ensure prompt management review.
* Providing overall leadership to the restaurant team to ensure customer satisfaction & smooth operations.
* Analyze food cost and P&L reports on daily basis and take appropriate action accordingly.
* Successfully implementation of all training & new product launches initiatives.
* Inventory Control & stock ageing control.
* Checking of unauthorized discounts or misuse of promotional schemes.
* Monitoring, auditing & facilitating the stores on the set parameter smoothing the daily operations & controlling the pilferage.
* Identify market needs, trends and opportunities to increase sales.

****EDUCATIONAL QUALIFICATION****

* **Graduate** from Sunrise University, Alwar.
* Senior Secondary from UP board .
* Intermediate from Rajasthan board .

****HOBBIES & INTEREST****

* Listening music
* Traveling

****PERSONAL DETAILS****

Date of Birth : 28th December’1987

Marital Status : Un Married.

Languages Known : Hindi & English