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| **KIRAN**  **F & B Operations Management Professional**  **E-mail:** [kiran-393228@2freemail.com](mailto:kiran-393228@2freemail.com) |  |

**Principal Accountabilities**

1. **Support Strategic Management**

• Implement the business plan for the Concept with emphasis on maximum returns and continuous growth

• Contribute in the preparation of feasibility studies for new locations by conducting market studies including trade area and competitor analysis.

• Establish and implement process for new stores fit out & opening at potential locations

2. **Sales & Marketing**

• Develop and implement effective marketing and local store marketing plans (LSM) for the concept locations.

• Set the sales budget for F&B locations.

• Focus on increasing sales through customer service, food quality and LSM activities.

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| 3. **Operational Management**  •Development of new recipes and pricing strategies for the concept based on the demand and location  • Develop Annual EMC (Equipment Maintenance Contract) to operate in a cost efficient manner and to ensure minimum down time of equipment in the concept network and continuous improvement in performance through preventive maintenance  • Analyse & monitor financial performance of the concept through P & L and MIS reports to track and identify expectations and analyse inventory levels to draw conclusions regarding customer buying behaviour and make changes in minimum and maximum inventory needs the company outlets.  •Oversee the culinary processes to ensure high standards are maintained  • Manage the procurement of ingredients, consumables and kitchen supplies to ensure that high quality ingredients are being used for food preparation.  • Work closely on the Kitchen Layout & Equipment  • Manage reporting and royalties to franchisor from company outlets  • Perform brand audit reports for the F&B locations.  • Manage KPIs for the concept  • Work closely with the Franchisor to ensure compliance with their directions, and update manuals.  4. **Franchise Support**  • Assist the Franchise department and Franchisee in planning and designing for new stores opening by providing the equipment list and the required area for the back of the house and the front of the house for new locations across the UAE & GCC and roll out within project dead line.  • Assist franchisees in setting and implementing the marketing and local store marketing (LSM) for their locations by providing new activities/ promotions.  • Assist franchise department on roll out of the franchisee locations and its launch plans and assessing potential franchisees capabilities.  • Perform brand audit reports for the franchisee locations.  • Work with the franchisees on their plans in the line with the Franchise department plans.  5. **Business Planning and Development**  •Laying down a well-defined costing plan based on cost for pricing, profit and, margins  •Assist in the acquirement of strategic locations in key growth areas for the concept within UAE by identifying potential areas and development.  •Manage the fit-out plan in terms of Contractor, Design consultant and equipment supplier.  •Oversee the development of the concept and ensure that business objectives are met. The business process to cover: Development of analysis reports of existing and new outlets to meet sales and profitability growth objectives.  **Employment History**  **Operations Manager**  **Dubai**  **From: June 2018 till date**  Handling complete operations of an unique equestrian themed restaurant in Dubai , serving international cuisine with coffee.  Having started my tenure with Sarj art cafe from the concept stage, have handled project management, pre -opening responsibilities, training, vendor development, procurement, menu engineering ,approvals, team building ,and successful opening of the restaurant and ensuring smooth operations.  Has successfully built a team of 15 team members including FOH and BOH staffs,  Contributing creatively to the marketing team and assisting them in content creation and inputs.  Currently handling and coordinating all back office operations for HR and finance departments.  **Operations Manager**  **Dubai**  **From: May 2017 to May 2018**  Franchisee of Popeyes USA, handling multiple units of the chain in Dubai, with high sales turn over and managing team of over 60 members from varied nationalities.  **Key Achievements:**  **.**Successfully completed Popeyes training program across all stations and business segments.  **.**New store opening and successful set up of the unit to operational level.  . Handling operations of high volume stores with dine in, take away, drive through and delivery segments.  . Business Targets achieved .  Responsibilities:  Ensuring day to day operations of the brand , through constant monitoring, coaching and result oriented action plans.  Complete and accurate supervision of the units to achieve operational assessment targets across all categories – documentation, people, process, product and customer satisfaction.  Product quality monitoring and ensuring of no deviation from standards.  Coordination with all logistics partners and vendors to ensure product availability.  **Operations Manager- UAE ( Feb 2014- Jan 2017)**  Baguette Express , a healthy snacking concept from Scotland, serving Baguettes, sandwiches and Pastas. Baguette Express in UAE is part of the Eros Group.  Have also been actively involved in setting up of new home grown **Asian concept- Shanghai Station,** currently having 2 outlets  Reporting to General Manager, currently handling operations of 3 outlets.  \*Ensure that all reporting and control procedures in the operations, customer service, quality of production , hygiene and cleanliness standards, maintenance and general administration are completed and in place according to company’s policy and operational standards.  \*Maintain high quality products by ensuring compliance with all operational procedures.  \*Ensure that all branches are able to achieve QSC standards.  \*Enforce and support all training and development plans for all outlet managers.  \*Monitor labor by analyzing store reports , scheduling and productivity.  \*Managing all outdoor events and catering- Signing up with British Council , Enoc and Dubai Sports city as the F&B partners.  \*Successful implementation of Staff Handbooks, Outlet audit reports, various operational improvements.  \*Successful participation of Baguette Express brand in major events like 2014 IPL matches, National Day event in Rak, 2015 Dubai Food carnival.  **Operations Manager, Dubai. ( March 2013 – Oct2013)**  Handling the operations of a chain of restaurants(7Branches) with different international cuisines varying from Fish n Chips , Pan Asian ,and Indian.  The outlets are spread across Dubai and Northern Emirates and having a employee strength of over 125 personnel.  The job profile includes day to day operations of the outlets, franchise development, recruitment ,training ,new store opening.   * Reporting directly to the Managing Director on the day to day operations of the outlets. * Overall management of Administration, HR, Marketing and Accounting departments * Franchise Development and coordination of Bobs Fish and Chips- Concept selling, coordination with existing franchisee partners. * Managing a team of 125 staffs. * Day to day operations include the overall management of 7 outlets with different cuisines-Fish and Chips, Pan Asian and Indian Cuisine. * Complete operations Management including recruitment, training, vendor development, standard operating procedures.  |  |  | | --- | --- | | **Operations Manager,** Dubai, UAE | **Jun 2006 - Feb 2013** | | A quick casual dining idea originally from Singapore, serving authentic Pastas and Pizzas, having operations in 6 countries. Pastamania in UAE represented by Kapico Group Holding, having diversified interests in retail and automotive industry.   * Directly reporting to Group Resident Director and in charge of the 4 Pastamania branches in the UAE and deciding prospective locations for opening new stores. * New store Openings, Store renovations and improvements. * Managing 60 personnel with various nationalities and culture; looking after staff’s training and professional needs. * Managing the daily activities such as budgeting, supplier negotiations, menu engineering, recruitment, training and creating new dishes and special offers. * Starting live catering and contract catering to heighten sales, reduce cost and increase revenue. * Finding out possible locations to set up expansion plans in the UAE. * Taking part in the comprehensive training programme conducted by International Franchisor Team from Pastamania, Singapore.  |  |  | | --- | --- | | **Marketing Executive,** Cynosure Contracts Co., L.L.C., Dubai, UAE | **Aug 2005 – Jun 2006** | | A leading Hotel and Catering supplies company having operations across the region and in India, with some of the leading hotels and restaurant s both international and regional chains as clientele. The products and services vary from well-known tableware brands to light and heavy equipments.   * Reported to Sales & Marketing Manager and managed daily operations including getting daily needs and responding to clients across the country. * Brought in new clients and kept strong relations with existing partners. * Effectively promoted and sold products and services to gain set targets. * Won bids for the hotel projects in the country and developed new relations. | | | **Assistant Restaurant Manager**  Bateaux Dubai L.L.C., Member of Jebel Ali International Hotels, Dubai, UAE | **Jul 2003 – Jul 2005** | | Bateaux Dubai-a joint venture between Sodexo Group, France and Dubai based Dutco group, is a five-star luxury cruise on the Dubai creek offering fine dining gourmet cuisine and charter facilities having a total capacity of 200 covers.   * Reported to Food & Beverage Manager and provide help in the daily restaurant operations about paper works, needs and assured total client satisfaction. * Liaised with various organizations’ representatives and tour operators for private charters or groups; catered to clients request with 20 staff coming from varied nations and cultures. | | | **Assistant Restaurant Manager,** Pizza Express P.L.C., Dubai, UAE | **Jul 2001 – Mar 2003** | | Pizza Express an upmarket U.K. based pizza chain having several branches in Dubai serving traditional Italian pizzas, pastas and salads with a cover size of more than 60 having dine in , take way and delivery facilities.   * Reported to the Branch Manager and ensured smooth restaurant operations by adhering to International Pizza Express Standards. * Supervised a team of 25 staff from various places. Ensured all subordinates on duty complied with Pizza Express standards; looked after staff training and inventory. | | | **Shift Leader,** T.G.I Fridays, Bangalore, India | **Jul 2000 – Mar 2001** | | International franchisee of Carlson Inc. U.S.A. serving Tex-Mex cuisine with traditional T.G.I.F. Bar.  Reported directly to the store manager.   * Handled staff briefing in the shift, conducted staff’s on-the-job training and appointed staff shift duties. * Simplified ordering, stock checking and managing smooth operations of the restaurant. * In charged in confirmation of the conducted training programmes. | | |  |  | | |  |  | | --- | --- | | **Shift In Charge,** Pizza Hut, Bangalore, India | **May 1998 – June 2000** |   International Franchisee of Pizza Hut serving traditional Pizza’s, Pastas and other Italian delicacies. | |  * Reported to the Store Manager and responsible in briefing staff during shift, assigning tasks to staff * conducting on-the-job training. * Checked training programmes carried out by corporate training department.   **Educational Qualification**   |  | | --- | | **Bachelor of Hotel Management from CHRIST COLLEGE, BANGALORE, INDIA, MAY 1998** | | |  | | --- | | **Certification : Person in charge certificate from Dubai Municipality valid until Aug 2022** | |  | | |  |  | | --- | --- | | **Trainings**   |  | | --- | | * Conflict Management Training, Dubai, October 2015 |  * Wines & Spirits, Respective Brands Manger and Trainers * Basic Food & Hygiene Training, * Industrial Training Programme, Taj Westend, Bangalore – Member of Taj Group of Hotels   **Events Attended**   * Whats on Gala Award Sponsorship Dinner 2005 * Dubai Shopping Festival 2004 Press Launch * Reception for Fifa World Youth Football delegates and the Dubai based Al Ahli Club * Chaines des Rotisseurs Annual Christmas Gala Dinner, 2004 |  |  |  |  | | --- | --- | --- | | MCDD01560_0000[1] | **Personal Details** |  |  |  |  |  | | --- | --- | --- | | Nationality | : | Indian | | Date of Birth | : | 17th July 1975 | | Marital Status | : | Married | | Visa Status  Driving License | :  : | Residence Visa  UAE License | | Languages | : | English, Hindi & Malayalam | | References | : | Available on request | | | | | |
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