

**KHIL**

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**OBJECTIVES: To gain a challenging position in your reputed company, where in I can utilize my knowledge and skills to develop a successful career in the future.**

**WORKING EXPERIENCE:**

**DEPARTMENT MANAGER: From date on24th September 2010 till 18th May 2020 in H&M brand in Dubai, UAE.**

**Responsibilities:**

* Use sales information to make commercial decisions that will maximize sales and promote outstanding customer service
* Provide associates with clear direction and ensure co-operation with back of house team
* Ensure associates consistently deliver the highest possible levels of customer service
* Assist in achieving company sales targets
* Maintain highest possible standards of merchandising, housekeeping and recovery
* Communicate stock issues to line manager
* Ensure associates are deployed to have the right person in the right place at the right time
* Ensure all deliveries are correctly received and displayed immediately
* Ensure all areas of the store are maintained and fully replenished correctly at all times
* Assist with the planning of activities concerning advertising campaigns and promotions
* Actively seek opportunities to promote sales and find out stock in hand and slow selling lines
* Ensure that associate team is fully informed of department collection, promotions, sales activities and Top Priority Products
* Work closely with visual teams to enhance store appearance
* Ensure department is audit compliant that stock loss is kept to a minimum
* Complete department checks to mark down, ticketing and tagging compliance
* Ensure associate awareness of stock loss issues
* Follow correct cash handling procedures at all times
* Report any compliance issues to the line manager
* Carry out all administrative tasks associated with the team and the running of the store
* Set clear goals for associate and follows up on them
* Constantly assess performance and give timely feedback and on the job training
* Train and develop associate using company tools
* Ensure a development plan is in place for all associates
* Ensure the highest possible standards of customer service are offered on a daily basis

**WORKING EXPERIENCE:**

**CAFÉ AND RESTAURANT SUPERVISOR : From date on 27TH April 2007 to 27th April 2010 in Central Perk café LLC. Dubai, UAE**

**Responsibilities :**

* Making beverages and handling different pastry items
* Arranging briefing for all the staff
* Handling daily attendance report
* Assigning all the staffs in different section
* Making schedule for all staffs
* Handling the customers complain
* Checking all the expiry date of products
* Checking the stock
* Ordering the items
* Coordinating with supplier
* Receiving daily items and others
* Filling all the original invoices
* Making sales analysis
* Doing monthly inventory of stock in store
* Sending all inventory records to store manager
* Follow the company rules

**TRAINING COURSE:**

**Basic Food Hygiene Training Course by Boecker Food Safety on 21st November 2006 in Dubai, UAE:**

**Training course:**

* The importance of food safety
* Cleaning sanitation
* Preventing time and temperature abuse
* Personal hygiene and hand washing practice
* Preventing cross-contamination.

**TRAINING COURSE:**

**WAITER:From5Th jan.2004 to 6th March 2004 in Rainbow Hotel Training Center (P.)Ltd., Chitwan, Nepal**

**Training course:**

* Importance of quality service
* About waiter
* Responsibilities of Waiter
* Training about different service and menu
* Training about all the cutleries and dishes
* Training for taking order from the guests
* Importance of cleanness and hygiene

**WORKING EXPERIENCE:**

**WAITER: from 2nd January 2002 to 11th February 2004 in Royal Rest House and Restaurant. Chitwan, Nepal.**

**Responsibilities:**

* Greeting to the guests with smiling face
* Seating to the guests
* Giving menu to the guests
* Taking order from the guests in proper way
* Serving food and beverages to the guests
* 1/3 follow up by asking for any additional items
* Billing and parting.

**TRAINING COURSE:**

**Office Management and Secretarial (15th months) course with diploma in Computer from Chitwan Technical Institute on 2003 Chitwan, Nepal.Affiliated by Council for Technical Education And Vocational Training, Kathmandu, Nepal.**

**Courses:**

* Computer works
* Office system and management
* Secretarial functions
* Record management
* Communication skills
* Office equipment and their uses
* Management of inventory and finance.

**Academic Qualification:**

**School Leaving Certificate from Shree Sharada Secondary School on 2001.AndHigher Secondary Level (+2)in Management from Balkumai College on 2005 at Narayangarh, Chitwan Nepal.**

**Personal Information:**

Date of Birth :10th March 1980

Place of Birth : Nepal

Nationality : Nepalese

Marital Status : married

Language Known : English, Hindi and Nepali

Hobbies : Singing, Reading and Traveling

Visa Status : Waiting for cancellation

**I hereby certify that all the information above are true and correct to the best of my knowledge.**

**THANKING YOU !!!**