

MANGESH (ON VISIT) VISA EXPIRY-30/10/2018



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**OBJECTIVE**



*Obtain a position as a Team-player in a people-oriented organization where I can maximize my Customer Service Experience in a challenging environment with good guest satisfaction to achieve the goals.*

**SKILLS**



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| --- | --- | --- | --- |
|  | *Strong Client Relations* |  | *Goal-oriented* |
|  | *Persuasion* |  | *Positive and Friendly* |
|  | *Quick Learner* |  | *Detail Oriented* |

**PROFESSIONAL EXPERIENCE**



***COSTA COFFEE—Jeddah, Saudi Arabia***

***Designation: Assistant Café Manager***

***Duration: February 2016-March 2018***

* *Assists store manager in managing a profitable store, reviewing controllable expenses, and monitoring labour costs.*
* *Assists store manager in planning and executing sales promotions and maintaining a positive community image.*
* *Ensures that the store has sufficient product, merchandise, and supplies needed to manage an efficient store.*
* *Performs opening and closing duties.*
* *Delegates duties, as necessary, to shift supervisors and baristas.*
* *Performs financial documentation and register readings during shift.*
* *Ensures that the store, backroom, and equipment are maintained in a safe and clean manner.*
* *Assists store manager in writing a weekly schedule according to labour guidelines and considers any fluctuations in sales due to holidays or local events.*
* *Assists the store manager in maintaining proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.*
* *Informs the store manager of any operational inconsistencies, employee incidents, accidents, potential safety hazards, or any unusual or pertinent events.*
* *Dealing with the guests complaints and monitoring about the products quality and portioning.*

***Costa Crociere S.P.A. (Italian Cruise lines)***

***Designation-Galley Utility***

***Duration-December 2014-November 2015***

* *To maintain the highest standards of cleanliness and to follow the Shipboard Sanitation and Health Program at all times in assigned areas in all Galleys and food outlets (including dishwashing and sanitation of china, glassware and silver)*
* *To follow the proper garbage disposal and separation procedures as well as the proper procedures in regards to storing, using and disposing of Chemicals as per Environmental Standard Operating Procedures at all times.*
* *To ensure that all Electrical and Mechanical Galley Equipment is cleaned and maintained according to schedule and as per instructions and Manufacturers Manuals to avoid damage and personal injury.*
* *To do additional duties in other departments such as gangway duties, stores loading, luggage handling, light luggage, etc. as necessary.*
* *To provide a six star service at all times. Reports Directly to Sous Chef (On-board) Reporting Structure Sous Chef (On-board) Head Executive Chef (On-board) Hotel Director (On-board) General Responsibilities*
* *To ensure smooth operation during meal hours for china, glassware and silverware.*
* *To report work orders to the Sous Chef when deficiencies are noted or when maintenance is required and to follow up on the work orders in a timely manner.*
* *To adhere to all Company Policies and Procedures, Manuals and Directives.*

***Bru World Cafe--Mumbai, India***

***Designation: Assistant Café Manager***

***Duration: November 2013-July 2014***

* *Managing the café and take away counter ensuring the highest levels of customer satisfaction and achieving our turnover and profit targets.*
* *Managing the café’s day-to-day purchase orders of Stocks from the store and Food Items with the Area Manager and Kitchen.*
* *Ensuring that the café & take-away areas (comprising a ground floor & first floor area) are efficiently run, welcoming, clean and attractively configured including strong point of sale and clear price information.*
* *Achieving gross profit targets in the café.*
* *Dealing with the guests complaints and monitoring about the products quality and portioning.*

***NINO Restaurant (KHARAFI GLOBAL) Manama, Bahrain***

***Designation: Waiter Cum Bar Man***

***Duration: June 2011- July 2013***

* *Taking Care Of Food & Beverages Production and presentation .*
* *Organizing the training Programmes for the New Trainees.s.*
* *Taking Care of Revenue Target and making the Food & Beverage invoices For Purchase.*
* *Receiving and servicing the Guest of corporate Sectors As well as Local Guest.*
* *Guest Satisfaction by investigating and Resolving Complaint and maintaining Highest Standard of Service and quality.*
* *Achieving the Target which has been given by the Country Manager.*

***Birdy’s Bakery & Patisserie (Mars Restaurant Private Ltd)--Mumbai, India***

***Designation: Store manager***

***Duration: May 2009-October 2010***

* *Handling& Briefing the team of a Counter Staff.*
* *Ordering the Food and Beverage as per the Everyday Store Requirement .*
* *Taking Care of Revenue Target as well as maintaining DSR (Daily Sales Report) and Keeping Track for overall Stock Physical and In System .*
* *Dealing with the guests complaints and monitoring about the products quality and portioning.*
* *Achieving the Target which has been given by the Regional Manager*

***CAFE COFFEE DAY--Mumbai, India***

***Designation: Brew Master (Team Member)***

***Duration: April 2006 – April 2009***

* *Brewed café beverages with speed, quality and consistency.*
* *Increased sales with special displays, add-ons and promotions.*
* *Generating bills, making daily sales report, inventories report, monthly reports and handling petty cash.*
* *Complied with standards for merchandising, stocking and storing product.*
* *Skilfully handled customer's returns and refunds, complaints, discounts and special order.*
* *Conducted successful cash audits at the end of each shift.*
* *Trained new team members with positive reinforcement and respectful, encouraging coaching.*
* *Follow up with customers, develop strong relationships and rapport.*

**EDUCATION**



* *HSC,March2006 (Mumbai University)*
* *SSC,March2004 (Mumbai University)*