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*RVESH SHARMA*

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# OBJECTIVE

TO WORK IN A PROFESSIONAL ORGANISATION SO AS TO BE A PART OF AN

EFFICIENT TEAM WHERE I CAN PUT MY BEST EFFORTS TOWARDS GROWTH AND PROFITABILITY OF AN ORGANISATION

# PROFESSIONAL PROFILE

Having more than 15 years of experience in Hospitality industry in Operation, Client servicing, people management and Profit and Loss management. Proven ability to reduce the running cost of the unit by planning and implementing effective control measures. Develop new product, included recipes, new vendors tie ups, and make the profitable business. Handling the entire operation setting up short-term objectives for the people development, customer satisfaction and sales building. Team leader with good communication and problem solving skills. And update myself with knowledge of internet and the basic computer knowledge, and having an experience to open a new restaurant from scratch in company budget.

## ACHIEVEMENTS

* Distinction of improving the restaurant quality, service, cleanness grade.
* Distinctions during mystery diner report in McDonald’s India.
* Got the appreciation letter from the previous companies.
* Got the employee of the month from the previous companies.

WORKING EXPERIENCE

ORGANISATION British high commission

### (Delhi, India)

DURATION May 2020- Till date

DESIGNATION OPERATION MANAGER

(Union jack club)

(Delhi, India)

JOB PROFILE

Responsible for the daily running of store, ensuring smooth operations and high Level of efficiency.

* Handle the operational functions.
* New product launches and recipes, includes new menu (depends catering, daily special and festivals specials) which helps to boost the sales.
* New restaurants including budgets, layout, location with operational running.
* Handling team of 42 people in which includes Accountant, Manager, supervisor, head chef, bar team
* Reporting to General Manager.
* Allocating set target s to team including supervisors to achieve the daily, weekly and monthly targets (wastage, Food cost, labor cost) as per sales.
* Briefing on new promotions, new products & targets.
* Controlling shrinkage & wastage by proper follow up. • Manages financial structure of the restaurant
* Hiring for new staff, delivery services.
* Set new vendors based on current market rates to get best quality and cost for company.
* Build and enhance staff relationship by understand their need and problems.
* Responsible for the Sales and Marketing which included corporate/institutional residential sales. Implement the sales promotional strategies to increase the sales
* Overall Responsible for the functions of the brands.
* Overall responsible for PSIS – Product, Service, Image and Safety

WORKING EXPERIENCE

ORGANISATION MUSCAT GOURMET

### (SULTANATE OF OMAN)

DURATION MARCH 2014 – July 2019

DESIGNATION BRAND MANAGER

(Burger station, Zen Asian bistro and Culture of Youth)

(Muscat Gourmet)

JOB PROFILE

Responsible for the daily running of store, ensuring smooth operations and high Level of efficiency.

* Handle the operational functions.
* New product launches and recipes, includes new menu (depends catering, daily special and festivals specials) which helps to boost the sales.
* New restaurants including budgets, layout, location with operational running.
* Handling team of 65 people in which includes Accountant, HR, Brand chef, head chef, Restaurant manager, Assistant managers, supervisors counter staff, chefs and helpers.
* Reporting to General Manager.
* Allocating set target s to team including supervisors to achieve the daily, weekly and monthly targets (wastage, Food cost, labor cost) as per sales.
* Briefing on new promotions, new products & targets.
* Handling local govt. officials (Municipality& Ministry).
* Controlling shrinkage & wastage by proper follow up. • Manages financial structure of the restaurant
* Making P&L for all the restaurants (Tracking Invoices, Ordering , Labor cost and stocks)
* Hiring for new staff, delivery services.
* Set new vendors based on current market rates to get best quality and cost for company.
* Build and enhance staff relationship by understand their need and problems.
* Responsible for the Sales and Marketing which included corporate/institutional residential sales. Implement the sales promotional strategies to increase the sales
* Overall Responsible for the functions of the brands.
* Overall responsible for PSIS – Product, Service, Image and Safety

WORKING EXPERIENCE

ORGANISATION DELHI BAR ASSOCIATION.

### (TIS HAZARI COURT DELHI)

DURATION NOVEMBER 2012 TO February 2014

DESIGNATION MANAGER

## JOB PROFILE

* Responsible for the daily running of store, ensuring smooth operations and high

Level of efficiency.

* Handle the operational functions like pre – shift staff briefing, shift management and opening and closing shift inspection.
* Handling team of 45 people in which includes counter staff, Managers, Accountants chefs, Waiters, helpers and Delivery Boys.
* Reporting to Owner.
* Allocating set target s to team including Managers to achieve the monthly targets.
* Briefing on new promotions, new products & targets.

Handling local govt. officials (Municipality& Ministry).

* Controlling shrinkage & wastage by proper follow up.
* Manages financial procedures of the restaurant (cash ups, handling floats, banking)
* Compile reports e.g. sales reports, stock variances repots, sale mix.
* Interact with guests to solve their queries.
* Build and enhance customer relationship by understand their need and problems.
* Responsible for the Sales and Marketing which included corporate/institutional residential sales. Implement the sales promotional strategies to increase the sales
* Overall Responsible for the functions of the store
* Overall responsible for PSIS – Product, Service, Image and Safety

# WORKING EXPERIENCE

## Simultaneously running my own Multicuisine Take away restaurant from Jan 2011 to October 2012

WORKING EXPERIENCE

ORGANISATION HOTBRANDS INTERNATIONAL.

### (SULTANATE OF OMAN)

DURATION JUNE 2008 – SEPTEMBER 2010

DESIGNATION UNIT MANAGER

(Magic Wok)

## JOB PROFILE

* Responsible for the daily running of store, ensuring smooth operations and high

Level of efficiency.

* Handle the operational functions like pre – shift staff briefing, shift management and opening and closing shift inspection.
* Handling team of 12people in which includes counter staff, chefs&helpers.
* Reporting to Territory manager.
* Allocating set target s to team including Counter staff and chef to achieve the monthly targets.
* Briefing on new promotions, new products & targets.
* Handling local govt. officials (Municipality& Ministry).
* Controlling shrinkage & wastage by proper follow up.
* Manages financial procedures of the restaurant (cash ups, handling floats, banking)

Compile reports e.g. sales reports, stock variances repots, sale mix.

* Interact with guests to solve their queries.
* Build and enhance customer relationship by understand their need and problems.
* Responsible for the Sales and Marketing which included corporate/institutional residential sales. Implement the sales promotional strategies to increase the sales
* Overall Responsible for the functions of the store
* Overall responsible for PSIS – Product, Service, Image and Safety

# WORKING EXPERIENCE

ORGANISATION FAST TRAX FOOD PVT.LTD.

## (A HIND GROUP COMPANIES)

DURATION March 2007 – Apr 2008

DESIGNATION SHIFT MANAGER

JOB PROFILE

* Responsible for the daily running of store, ensuring smooth operations and high Level of efficiency.
* Handle the operational functions like pre – shift staff briefing, shift management and opening and closing shift inspection.
* Handling team of 20people in which includes, Assistant shift manager, team leaders.
* Reporting to Store manager.
* Allocating set target s to team including Managers to achieve the monthly targets.
* Briefing on new promotions, new products & targets.
* Handling local govt. officials (MCD, PFA).
* Indenting of as per requirement of Store.
* Controlling shrinkage & wastage by proper follow up.
* Manages financial procedures of the restaurant (cash ups, handling floats, banking)
* Compile reports e.g. sales reports, stock variances repots, sale mix, and cashless P&L.
* Interact with guests to solve their queries.
* Build and enhance customer relationship by understand their need and problems.

Responsible for the Sales and Marketing which included corporate/institutional residential sales. Implement the sales promotional strategies to increase the sales volume and achieve maximum customer satisfaction.

* Reporting mis reports to HO & RO
* Overall Responsible for the functions of the store
* Overall responsible for PSIS – Product, Service, Image and Safety.
* Handling HR for the particular restaurant
* WORKING EXPERIENCE

## ORGANISATION PASSION MY CUP OF TEA (JINDALS GROUP PVT.LTD.)

DURATION MAY 2006 – JAN 2007

DESIGNATION SHIFT MANAGER

## JOB PROFILE

* Responsible for the daily running of store, ensuring smooth operations and high Level of efficiency.
* Handle the operational functions like pre – shift staff briefing, shift management and opening and closing shift inspection.
* Handling team of 18people in which includes, Supervisor
* , team leader.
* Reporting to Restaurant Manager
* Allocating set target s to team including Managers to achieve the monthly targets.
* Briefing on new promotions, new products & targets.
* Handling local govt. officials (MCD, PFA).
* Indenting of as per requirement of Store.
* Controlling shrinkage & wastage by proper follow up.
* Manages financial procedures of the restaurant (cash ups, handling floats, banking)
* Compile reports e.g. sales reports, stock variances repots, sale mix, and cashless P&L.
* Interact with guests to solve their queries.
* Build and enhance customer relationship by understand their need and problems.
* Responsible for the Sales and Marketing which included corporate/institutional residential sales. Implement the sales promotional strategies to increase the sales volume and achieve maximum customer satisfaction.
* Reporting mis reports to HO & RO
* Overall Responsible for the functions of the store
* Overall responsible for PSIS – Product, Service, Image and Safety.
* Handling HR for the particular restaurant.

# WORKING EXPERIENCE

## ORGANISATION McDonald’s FAMILY NEW DELHI, INDIA (CANNAUGHT PLAZA RESTAURANTS PVT LTD)

DURATION JUNE 2003 – MAY 2006

DESIGNATION FLOOR MANAGER

## JOB PROFILE

* Shift handling.
* Maintenance & repair
* Local sales & marketing.
* Handling of government officials.
* Weekly update and food cost handling.
* Handle Opening and closing checklist.
* Handle the cash and Banking update.
* Update the store Function chart ensuring smooth operation.
* Alleyways check the hourly sale and given the target CSR pull the BPO.
* Looking for locality order and given the target to team.
* Handling the Mc Donald’s Delivery services.
* Handling the ordering system of the restaurant.

## TRAINING ATTENDED

• Completed the First Aid Course from Red Cross Society.

Food and Safety training course from Muscat municipality (Sultanate of Oman).

## PROFFESSTIONAL SKILLS

* Analyzes sales, labor, inventory and controllable on a continual basis, and taking corrective action to meet or achieve daily and weekly and monthly margins and sales growth.
* Ensures that facility and equipment are maintained to company standard daily basis.
* Manage day-to-day operations by scheduling labor, ordering food and supplies, and developing the restaurant team and follow –up on the entire team
* Ensures Occupational Safety & Health Act, local health and safety codes, and company safety and security policy are met.
* Profit & Loss management by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions
* Recruiting, interviewing, and hiring team members.
* Conducts performance appraisals, takes appropriate actions pertaining to discipline, motivation and training

### EDUCATION

* Completed the Production Controller course from Mc Donald’s.
* Completed the Floor Manager Course from Mc Donald’s
* Passed Secondary School Examination from, CBSE. (10th)
* Passed High Secondary School Examination from AISSCE. (12th)

## ADDITIONAL DETAILS

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| --- | --- |
| Date of Birth | : - 10th December 1982 |
| Father’s Name | : - Mr. Vijay Kumar Sharma |
| Marital status | : - Married |
| Languages | : - Hindi and English |
| Hobbies | :- listening music, playing and watching cricket and poetry |
| *Address* | *:- 1472/c Wazir nagar Kotla Mubarak pur New Delhi-110003* |
| Mobile No. | :- 0091-9910686705,0091-9873095851 |

PASSPOST NO :- S3674319

E-MAIL ID :- parveshsharma102@gmail.com

Date: -

Place: - Sultanate of Oman

Last salary: - Rs 50000 pm+ benefits

Salary expectation- Negotiable

Notice period – Immediate Joining

(Parvesh Sharma)