



# Min Bahadur Gurung

BURGER KING  
RESTAURENT MANAGER

## Contact

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## Skills

- Food preparation and safety
- Quality food service skill
- Staff Management
- Business operations expertise

**OBJECTIVES** : Aspiration to achieve suitable and challenging position in a reputable firm where an opportunity exists and make substantial contribution for its growth and profitability that will serve as a platform to learn and enhance skills where in my knowledge and experience can be shared and enriched.

## Work Experiences

2014-01 -  
2022-03

### Restaurant Manager

*Burger king, First Food Service L.L.C. Al Garhoud, Liberty, Deira, Dubai*

- To supervise restaurants ensuring proper QSC implementation, achievement of sales and P&L target, plus monitoring all staff and supervisor development plan.
- Duties & Responsibilities:
- Reporting direct to Area manager.
- Handling 2 outlets with huge Number of staffs.
- Review and analyze the sales, compare them, find the reason for increase, or decrease and make a report with an action plan on how to improve.
- Study a LSM activity for each unit and elaborate a plan with a calendar to boost up sales.
- HR & Training: Review all training records, ensure all units have the proper training materials and plan a training calendar.
- Staff performance evaluation and development.
- Handling internal and external visit to ensure brand image is maintaining.
- Time management: complete daily, weekly, & monthly schedule.
- Administration: Be familiar with all paperwork related to job.
- Sales & Profit (directing and assisting shift manager and Team leader)
- Provide leadership and direction to store to run

- Staff Scheduling
- Trained in performance and wage reviews
- Expert Home Delivery Knowledge
- Cost-controls
- Natural Leadership
- Point of Sale (POS) system operation
- Budgeting
- Inventory control and record keeping
- Passion for customer satisfaction
- Food service background
- Operations management
- Conflict resolution techniques

smooth operation daily basis on the floor.

- Maintaining highest standard of Q.S.C at all the time.
- Handling customers complain and providing effective action plan
- ETC...
- Home Delivery Experience.
- Setting system to deliver highest standard of QSC.
- Setting effective Promise time to have effective business and ensure customer satisfaction.
- Identifying new location to expand business.
- Handling customer complaints and taking necessary action.
- Reviewing drivers daily schedule based on half hourly sales trend.

2008-04 -  
2014-01

## **Assistant Manager**

*Burger king, Dubai*

- (First Food Service L.L.C, Al Garhoud
- Leads and develops the Management Team to achieve the highest levels of Customer.
- Satisfaction, as well as achieve the sales and profitability targets of the store.
- Ensure the adherence to Company operating System and Standards
- Ensure the accomplishment, accurate recording and on-time submission of all administrative reports, and implementation of the selling cycle procedure and proper personal implementation.
- Responsible to set up the system, organizing new restaurant openings.
- Functional competencies
- Sales projector
- Quality, Service, Cleanliness & Maintenance
- Personal -In-Charge 3
- To analyst restaurant Profit & Loss
- Train to team members

- To support store management team development
- Local store marketing implementation
- Inventory and Cost control
- Focus on customer service with BK stander
- Solve the customer complain with professional way

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## Education

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2001-06 -  
2005-07

### High School Diploma

*DAMAULI COLLAGE - TAHANHUN, NEPAL*

- Computer Knowledge: Intermediate MS Office
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## Training and Certifications

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- Time Management workshop
  - Management –in-Training ( Burger king)
  - PIC -Person- In –Charge Level 3
  - Fire and Safety Awareness Training
  - Basic Food Hygiene
  - Sales building workshop
  - Essential Food Safety Training.
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## ACHEIVEMENTS

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- Best employee of the Year
  - Excellence Brand Standard Award in REV
  - Top 10 Sales Achiever restaurant Manager recognition (One day's sales challenge)
  - REV top score Award in Restaurant Level
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## ADDITIONAL INFORMATION

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- Marital Status: Married
- Language : Fluent English & Nepali
- Nationality: Nepali

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## ACCOMPLISHMENT

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I hereby certify that the foregoing statements and presentations are true and correct to the best of my knowledge and are faithfully made for employment.