**PRAVEEN KUMAR BHARATI**

**Mobile:** +973-33377826 ~ **Email:** Praveenbharti786@gmail.com

**Address:** Flat No. 13, Building Number-52G, Rasruman, Manama, Bahrain **HOSPITALITY INDUSTRY PROFESSIONAL**



**EXECUTIVE SUMMARY**

* **Hospitality Industry Professional** with **over 13 years** of experience in Operations Management and Guest Relationship Management.
* Demonstrated professional excellence in developing procedures, service standards and operational policies as per international standards while planning & implementing effective control measures for cost efficiency.
* Exposure in enhancing the production operations, optimizing resource & capacity utilization and escalating productivity & operational efficiencies.
* An unwavering commitment to customer service, with the ability to ensure high quality and timely expedition of customer requests, build productive relationships, resolve complex issues and win customer loyalty.
* A decisive leader with excellent ability to coordinate with different people at one time under difficult situations and the ability to bring out the best in others while creating a healthy and friendly work environment, thus enhancing operational efficiency.



**KEY RESULT AREAS**

**Operations Management:**

* Maintaining the quality, quantity and standards of food including hygiene and safety of the areas responsible.
* Establishing and adhering to the par stocks for all operating equipment, supplies and inventory items along with ensuring that the outlet is adequately equipped.
* Upholding and enforcing company policies and procedures and implement new processes.
* Suggesting changes to operating standards in order to improve the efficiency of work.
* Handling clients during heavy pressure and thereby helping foster a positive working environment for all workers and check in regularly to ensure employee satisfaction.
* Setting departmental goals and creating plans of action for achieving them.
* Maintaining an efficient and organized workspace that encourages productivity at all times
* Arranging and attending to formal and informal social gatherings, entertainment, and dinner parties.
* Preparing financial reports for management that clearly explains operational effectiveness.
* Checking quality and quantity according to the company policy and maintaining hygienic environment.
* Establishing and maintaining proactive Human Resource function to ensure employee motivation, training and development, wage and benefits administration, and compliance with established labour regulations.

**Client Servicing/ Team Management:**

* Ensuring customer satisfaction by achieving delivery of service quality norms.
* Ensuring guest’s queries and complaints are being dealt with in an efficient, prompt and courteous manner, thus achieving guest satisfaction.
* Monitoring business levels constantly and ensuring that there are enough associates to provide outstanding customer service at all times.
* Keeping an eye on the staff on their behaviour and performance. Imparting training the weaker & new staff in accordance to the company's specification & standard procedure.
* Coordinating with the Restaurant Manager's and Supervisor's in order to ensure the guest satisfaction.
* Executing policies & procedures in the operating systems to achieve greater customer delight.



**CAREER CONTOUR**

**Since Jun 2018 with Healthy Calorie, Bahrain as Area Manager**

**Accountabilities**

* Currently handling the overall operation for 12 outlets in Bahrain.
* Monitoring customer’s feedback, recommendation and complaints over social media, google reviews and customer reviews of deliver service partner like talabat then finding root cause for those complaints.
* Doing comparative analysis of various components like sale, number of transactions, average check at different destinations like Dining, Take-away, Delivery, Drive-thru as well as doing trend analysis for other metrics like new customer, inactive customer and customer retention rate (CRR) for regular customers.
* Monitoring staff performance based on quality of food, accuracy and speed of service with the help of Mystery Shopper's Report.
* Assessing key performance indicators like Food Cost, Profit and Loss and making strategies to achieve positive results.
* Doing case study of marketing budget based on return on investment, inventory level compared to cash flow.
* Coordinating with other departments like Maintenance, IT, HR, Accounts, Warehouse and Logistics to resolve employees, product and equipment issues.
* Monitoring overall equipment efficiency (OEE) and ensuring that planned maintenance for all equipment must be done as per schedule for long durability of equipment.
* Visiting restaurant branches to ensure that the standard operating procedures of the company is followed like HACCP from food safety point of view and KPMG points from financial audit side
* Doing appraisals of the staff in order to enhance their productivity.
* Updating CEO (Owner of the company) in detail about any fluctuation on several metrics of operation and taking corrective actions under his supervision.

**Oct 2016 – Dec 2017 with Aroma Café (Seef Mall), Bahrain as Assistant Manager**

**Accountabilities**

* Scheduled staffs in duty roster by considering events like football league international and local, public holidays and festivals or religious events.
* Assigned sections and number of tables in dining area to FOH Team accordingly so that “Aces in their Places”.
* Discussed daily with all Section Heads (Shisha, Bar, Grill, Bakery and Main Kitchen) if there is any Product or Item not available and making a decision in anticipation if possible.
* Checked reservation sheet, credit customer’s amount tracking, and regular customer discount tracking on daily basis.
* Handled delivery orders of Talabat and carriage for all three brands (Aroma Café, Aroma Express and Kaushari Basha) serve from the same restaurant Aroma Café.
* Handled customer complaints and resolved as quickly as possible and effectively entertaining special requests by the customer on day-to-day operation.

**Apr 2016 – Sep 2016 with Smashburger, Bahrain** **as Restaurant Assistant Manager**

**Accountabilities**

* Ensured that the kitchen team is maintaining consistency of the food quality and correct hygiene practices.
* Took surprise mock test of staff in non-busy hours to check their knowledge about menu products.
* Handled daily operations including promotional activities, interaction with customers and strategically planning for any fluctuation in the sales figure.
* Took together customer and employee feedback to judge trends and patterns to
* Checked all legal documents, safety measures and cleanliness level of the restaurant all times.
* Handled cash, doing administrative work and took pilferage control measures.

**Feb 2012 – Feb 2016 with Dairy Queen, Bahrain** **as Restaurant Manager**

Apr 2014 – Feb 2016 as Restaurant Manager

Feb 2012 – Mar 2014 as Restaurant Shift Manager

**Accountabilities**

* Organized and supervised shifts by conducting briefing on daily basis, coordinating with front of the house, back of the house and delivery drivers’ to run the restaurant operation smoothly.
* Interacted with customers to take their feedback and responded efficiently and accurately to customer complaints to win them back.
* Maintained brand image by ensuring that there is consistency in the quality of food, excellency in the service and all standard operating procedures are followed.
* Controlled operational costs by proper ordering, ensured the planned maintenance takes place timely in the restaurant and identify measures to cut waste like training staffs whenever there is requirement.
* Checked CCTV recordings for other shifts to ensure that no pilferage is occurring and the branch team is maintaining standards all time.

**Feb 2008 – Feb 2012 at McDonald’s, New Delhi**

*Nov 2010 – Feb 2012 as Floor Manager*

*Apr 2010 – Nov 2010 as Crew Trainer*

*Feb 2008 – Mar 2010 as Crew Member*



**TECHNICAL SKILLS**

* Worked with Jawad company hence having a complete knowledge of JRMS (Jawad Restaurant Management System)
* Good knowledge of Micros-Fidelio like pulling out food cost inventory value, generated new article and new supplier, making, recipe cost of any product, ordering and booking LPO in the Micros System.
* Worked on Healthy Calorie’s own made software system name called Growsafe which consist of POS and ERP (enterprise resource planning) like customer relationship management (CRM), human resources management (HRM), inventory management system (IMS), ordering management system, supplier management system (SRM) and various metrics for analysis and assessment. There is an application called VIP made for the customers to conveniently place order, count their calories of the order and make cashless payment by using various mode of payment.



**ACADEMIC CREDENTIALS**

Bachelor’s in Liberal Arts from University of Delhi (India); 2011



**TECHNICAL SKILLS**

MS Word, MS Excel and MS PowerPoint



**COMMUNICATION SKILLS**

* IELTS Score for English Language (Listening: 7.5 Reading: 6.5 Writing: 6 Speaking: 7 Overall Band Score: 7)



**EVENTS PARTICIPATED**

* Took part in an event called “Pollution of Capital” an awareness programme held in university campus in New Delhi.
* Participated in “Plant Trees” campaign conducted by McDonalds India.
* Represented brand Aroma Cafe in Bahrain Food Festival held at Bahrain Bay in the month of February 2017.
* Took brand Kaushari Basha in Spring Festival held at Dragon City Mall in the month of March 2017.
* Represented brand Aroma Express in IGN Convention held at Bahrain International Circuit in the month of October 2017.



**CERTIFICATES & ACHIEVEMENTS**

* Production Controller Certificate in August 2009
* Crew Trainer Course in April 2010
* Basic Shift Management Course accomplished in October 2010
* Obtained a Serve Safe Certificate in August 2013
* Managing Appraisals Certificate in August 2013
* Time Management Certificate in October 2013
* Basic Health and Safety Certificate February 2016
* The Fundamentals of Digital Marketing March 2021 from Google
* Accomplished two weeks trekking course for 120 kilometre held at 11200 feet height from a Government Recognized Institute in Manali, Himachal Pradesh (India).
* Participated in a Blood Donation camp in collaboration with Lions club at Mc Donald’s New Delhi, India.



**PERSONAL DOSSIER**

**Date of Birth:** 1st September 1989

**Permanent Address:** Gorubandha, Missamari, District-Sonitpur, PIN -784506, Assam

**Languages Known:** English and Hindi

**Passport Number:** J3192997 (**Valid till:** 4/12/2021)

**License No.**: 890923809 (**Valid till:** 13/09/2022)