

# Ravi Magar

## **Unit Manager/Unit Leader**

Abu Dhabi 40481

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To obtain a position that will expand my skills and experiences properly.

## Work Experience

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### **Unit Manager/Unit Leader**

Hot Brands International - Abu Dhabi

January 2015 to March 2019

UAE.

General Duties and Responsibilities: • Assign and review daily/weekly goals for the direct report and conduct team briefing, sharing goals, achievements and areas of concern.

- Achieve the sales target by using advanced sales techniques and product knowledge.
- Planning and conducting unit team meetings, training and motivating staff.
- Prepare report at the end of the shift weekly and monthly including staff control, food cost control and sales.
- Co-ordinate the entire operation of the restaurant during scheduled shift and managing staff throughout their shift.
- Organizing and managing the shift of kitchen and cleaning staff as well as monitoring high standard of quality control, hygienic and food safety, checking stock levels and ordering supplies.
- Control, manage and prepare petty cash records and send information to Finance Department and maintain unit assets, undertake repairs and maintenance.
- Assist and participate with the Area Manager in preparing annual unit business plan and budget.
- Resolve customer complaints at unit level and assisting staff in handling complaints.
- Follow up on different issues with Mall Management such as mall promotions, permits, security • Manage, engage and delegate the responsibilities of the team.
- Conduct the appraisal and assessment of the team members.

### **Outdoor Sales Supervisor**

Nepal life Insurance Company

January 2014 to November 2014

General Duties and Responsibilities: • Achieve sales goals according to business plan.

- Organize product demonstration to generate awareness among customers.
- Achieve sales and average transaction value targets with proper execution of marketing activities and up-selling.
- Guided and supervised employees working in retail stores of the firm on products to displays, promotion, new products and effective service and sales techniques.
- Maintaining and developing relationships with existing customers in person via telephone calls and e-mails.

### **Sales and Marketing Officer**

Big Mart Department Store - Kathmandu, NP  
February 2013 to December 2013

Nepal

General Duties and Responsibilities: \* Implements company policies and procedures.

\* Managing the team ensuring to achieve the sales targets through outstanding customer service.

\* Deliver sales reports, and manage efficiently the stock as I am fully accountable of the inventory process and result \* Conduct sales analysis, follow up on market trends and monitoring competition's activity.

\* Propose ways to improve the business (quantitative and qualitative sales report.) \* Generation of sales and handling VIP customers.

\* Ensure consistency in customer service delivered and handle all complaints using the customer data base.

\* Supervise the replenishment process to avoid and report any over stock along with the suggested corrective action.

\* Ensure promotions are accurate and merchandised to the company's standards.

### **Customer Service Agent**

Tribhuvan International Airport - Kathmandu, NP  
January 2011 to December 2012

Nepal

General Duties and Responsibilities: • Assist passengers with special needs and perform a number of other customer service-related functions.

• Ensure passengers smooth travel who boards on an airplane • Responsible for administrative and customer service of travelers, meeting the needs and safety requirements of passengers and airport personnel.

• Assist customers before and after a flight.

• Provide support to other airport personnel, including pilots and engineers.

• Undertake administrative support duties including checking in customers using airline computer software, database software and other specialized programs • Handle baggage claims and Load cargo

• Check rider reservations • Answer customer inquiries on the phone and in person • Sell and collect tickets

Certificates and diploma will be available upon request at all time.

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

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