

RAJENDER SINGH GILL

F&B SUPERVISOR

Restaurant supervisor with extensive experience in managing a high quality & fast paced Cafe's & Restaurants. Skilled at training staff to the highest standards of customer service, ensuring increased customer satisfaction, reduced staff turnover rates & a rise in sales through up-selling techniques.



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Chandigarh, India

25 October, 1983

Passport Details: R7963968

WORK EXPERIENCE

GENERAL MANAGER

Baba Dairy & Restaurant

06/2011 - 03/2020

Punjab, India

Achievements/Tasks

- Overseeing all the issues pertaining to a patron's dining experience, such as quality control, staff management, inventory, health and safety regulations and customer service. Ensure quality and quantity of food and beverage supplies and equipment.
- Oversee food preparation, food and dining areas, ensuring that the facility remains in compliance with safety regulation and health codes.
- Ensure inventory is well stocked, quality of food is being served, sanitation and hygiene are enforced, oversee customer satisfaction, work with management implementing new policies and procedures for streamlining operations, problem solve and deal daily solving intra departmental issues and problems.
- Work closely with human resource managers in the recruiting, hiring, training and mentoring staff members.
- Resolve customer complaints regarding food quality and service and making sure the business complies with health and food safety regulations. Have excellent communication skills, visibility and recognition with the clientele, management and staff ensuring long-term reliability for whatever the task may require.

GUEST EXPERIENCE MANAGER

Barista Coffee Company Ltd.

02/2007 - 08/2008

Punjab, India

STORE KEEPER

Castello Restaurant Jumeirah

11/2009 - 12/2010

Dubai, U.A.E

SENIOR RELATION ASSISTANT

Wave Cinema Pvt. Ltd

09/2005 - 01/2007

Punjab, India

ASSISTANT MANAGER

Mr.Beans Coffee Lounge

12/2004 - 08/2005

India

SHIFT MANAGER

Cafe Coffee Day

11/2002 - 11/2004

Punjab, India

EDUCATION

SECOND PUC

PSEB

2003

Punjab, India

SKILLS & EXPERTISE

MS.OFFICE

SALES & PROFITABILITY

POS SKILLS

FOOD SAFETY & HYGIENE

PEOPLE MANAGEMENT

COST CONTROL

VENDOR MANAGEMENT

TEAM WORK

TRAINING

RECRUITING

FLEXIBLE

OUTDOOR EVENTS

SOP'S

TIME MANAGEMENT

TRAININGS & CERTIFICATIONS

INTERMEDIATE AWARD IN FOOD SAFETY

Successfully completed Intermediate award in food safety & hygiene

BARISTA TRAINER

Expert in training & creating skilled baristas from Cafe Coffee Day

FIRE & SAFETY AT WORK PLACE

Successfully completed 3 hrs training in Fire & safety at work place and learned various classes of fire and different types of extinguishers used on different classes of fires.

ACHIEVEMENTS

CONSISTENT PERFORMER AWARD

Won consistent performer award in Barista Coffee Company Ltd

SALES APPRECIATION AWARD

Won appreciation award in achieving highest sales in Aroma Cafe'

LANGUAGES

ENGLISH



HINDI



PUNJABI



HOBBIES

SPORTS

COOKING

TRAVELING

WORKOUT