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## **PRAMUDYA AGUS SANTOSO**

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- Objective** A position where my professional talents can be utilized and offer me chances to improve and to be part of an organization that allows opportunities for growth and career development.
- Profile** Twenty Four (24) years of extensive working experience in the field of fast food chain industry and retail / hospitality industry in the level of managerial positions in McDonald's International (Kuwait) under ALMAOUSHERJI Catering Company, PT. Sari Burger Indonesia (Burger King International), PT. TRANSCORP F&B (Wendys International), HMS Host International –PT. Autogrill Indonesia and 2 ( TWO ) Years in PT. HARDAYA WIDYA GRAHA (Property Developer of Grand City Mall & Convex Surabaya), working with various nationalities with proven hard work and dedication towards job. An energetic, self-motivated professional with outstanding organizational skills including organizing and motivating others to achieve defined objectives. Creative with an analytical and adaptable approach to solving management problems and major initiatives. With proven communication and negotiation skills at all levels with both technical and professional individuals.

## **Achievements**

- ❖ Successfully consistent execute quality, service and cleanliness in high level, in order to maintain the reputation of the restaurant in the area of international fast food industry / retail business.
- ❖ Successfully develop people base on Career path of the organization to achieve the company target for efficiency cost by maximizing the potential of each individu.
- ❖ Successfully Open 7 Outlet Cloud kitchen within 3Months period and provide Training for development of all staff.
- ❖ Successfully control within target Achievement Opex and Ebitda of each outlet Cloud kitchen.
- ❖ Successfully reduce high cost into Range cost with detail action plan to be execute together with the team.
- ❖ Successfully Achieved Revenue Target by Closely monitor Action Plan to be Executed by the team during day by day Operation, side of this the challenge is motivated team to achieve company Goal.
  
- ❖ Provide HACCP Training for the F&B Tenants , in order to give better service and safety for all visitors of the Mall.Assist and encourage discipline for the Tenant employee or Vendors to behave during working in the Mall area.

## **Professional experience**

October 1,2021 – Present

### **As Area Manager Hangry Indonesia (Pioneer Cloud Kitchen in Indonesia)**

- ❖ Creating budget expenses for 7 outlets under my supervision.
- ❖ Conduct daily briefing, weekly meeting for Store Manager.
- ❖ Training and Coaching all staff base on SOP
- ❖ Analyses KPI operation such Serving time. Complaint,Waste,manpower cost and make action plan for improvement.
- ❖ Conduct Food Safety audit
- ❖ Analyses budget P&L and Ebitda

- ❖ Maintain and creating good relationship with stake holder around the outlet.

August 1, 2013 – April 30,2018.

**As Assistant Operation Manager HMS Host International**

(PT. Autogrill Indonesia –F&B Operator in International Airport& Other Main Transportation Hub located in Ngurah Rai BALI, Juanda SURABAYA and Soekarno Hatta JAKARTA).

Responsible to Manage Operation for our outlets. Such; The Coffee Club International, Burger King, Pizza HUT, Popeyes Louisiana Kitchen.

- ❖ Part of International Training Team for Support Opening Outlets in Vietnam and Malaysia
- ❖ Plan for the Recruitment to be deploy in the new Outlets.
- ❖ Calculating Budget including CAPEX for every outlet
- ❖ Analyze the data for the Import process
- ❖ Provide Training to execute the Job Desc base on the Outlets Selling Points
- ❖ Closely monitor the Project to ensure that the progress are equal with the plan
- ❖ Enforced and implemented all appropriate personnel and labor laws.
- ❖ Responsible for analyzing status of inventory, weekly and monthly reports and completed daily assigned paper works

**1 June 2012 – 31 July 2013**

**PT TRANS CORP F&B / License of**

**Wendy's Indonesia (As Store Manager / Restaurant General Manager)**

- ❖ Ensuring QSC level Are Excellent in the restaurant all times
- ❖ Executing the restaurant's retention plan (enthusiasm calendar, communication sessions)

- ❖ Developing and implementing restaurant extensions of co-op and national promotions.
- ❖ Managing all restaurant equipment and the planned maintenance program
- ❖ Budgeting Store Expenses as part of P&L Control
- ❖ Hands ON for Marketing Activities to Maintain and Improve Revenue

**1 October 2010 – 15 May 2012**

**PT. HARDAYA WIDYA GRAHA (GRAND CITY MALL&CONVEX SURABAYA)**

**As Asst. Operational Manager Security, Parking, Housekeeping, F&B Tenant Coordinator**

- ❖ Prepared system to be use in day to day operation of food court, housekeeping, parking and security.
- ❖ Managing vendor as working partner in executing task.
- ❖ Evaluating result of the job on weekly, mid-month and monthly than reporting to the management.
- ❖ Prepared monthly budget activity in the operation.
- ❖ Conducting performance review of staff.
- ❖ Cost Control management – Reduce UnProductive Cost during Operational thru Real Observation.
- ❖ Developing and implementing new plan base on the results of the operation.
- ❖ Responsible in accuracy property of the company thru conducting property inventory.
- ❖ Conduct and formulated the training system in the operation
- ❖ Visit tenant and gathering feedback from them for us to know the progress of tenant.

**1 October 2008 – 30 September 2010**  
**PT Sari Burger Indonesia**  
**License of Burger King Indonesia (As Store Manager /**  
**Restaurant General Manager)**

- ❖ Ensuring QSC level Are Excellent in the restaurant all times
- ❖ Executing the restaurant's retention plan (enthusiasm calendar, communication sessions)
- ❖ Developing and implementing restaurant extensions of co-op and national promotions.
- ❖ Managing all restaurant equipment and the planned maintenance program
- ❖ Budgeting Store Expenses as part of P&L Control
- ❖ Hands ON for Marketing Activities to Maintain and Improve Revenue

**15 June 1999- 18 May 2007**  
**(Al-Maousherji Catering Co.)**  
**McDonald's – Kuwait**  
**(As Store Manager / Restaurant General Manager)**

- ❖ Gathering customer feedback and judging patterns, initiating specific actions to continuously improve total customer satisfaction.
- ❖ Evaluating results of short and mid- range objectives of the restaurant.
- ❖ Ensuring QSC level Are Excellent in the restaurant all times.
- ❖ Completing and posting the weekly crew schedule.
- ❖ Managing crew training.
- ❖ Participating in the restaurant's human resource program.
- ❖ Maintaining personal files.
- ❖ Executing the restaurant's retention plan (enthusiasm calendar, communication sessions)
- ❖ Conducting crew meeting.
- ❖ Executing the in- restaurant portion of the crew recruitment plan.

- ❖ Conduct one-on-one crew performance review.
- ❖ Developing and implementing restaurant extensions of co-op and national promotions.
- ❖ Completing and analyzing restaurant reports and formulating corrective action plans.
- ❖ Managing all restaurant equipment and the planned maintenance program.
- ❖ Conducting management meetings
- ❖ Organizing the restaurants monthly activities calendar to achieve restaurant objective.

**Education**

**1992-1995 Gending , Probolinggo ,  
Senior High school**

**IT Experience** Microsoft Office Assistant- Word, Excel, Power Point, Outlook, Corel Photoshop, Spreadsheet.

**Training/Award**

1. Attended the Course '**How to be a good Leader**' in Stenden University, Bali, Indonesia (17-22 December 2015)
2. In Charge as Team Leader in Grand Opening of 'POPEYES' in Kuala Lumpur airport 2) KLIA 2 (4-27 August 2014)
3. Attended the "**BE MY GUEST**" Seminar Training provide by JW Marriot International, Kuala Lumpur, (16-20 December 2014)
4. Attended Red Cross Training (First Aid Kit) and Fire Fighting Training at Local Authority officer (Surabaya) (December 2009)

5. Attended Restaurant Food Safety National Course program from USA in Singapore, Serve Safe Certification (Singapore, December 10-16, 2008)

6. Attended **Restaurant Leadership Practices** Course in Hamburger University/H. U – **McDonalds University** (UAE Dubai, March 12-16, 2006)

7. Attended Shift Management Course McDonalds (May 28- June 3, 2004)

8. Attended Advanced Shift Management McDonalds (June 28- July 2003)

9. Attended Basic Operations Course McDonalds (May 4-8 2002)

10. Attended Swing Managers Development McDonalds (August 19-20, 2001)

**Personal  
Details**

Date of Birth: 09 September 1976

Place of Birth: Mojokerto, East Java, Indonesia

Nationality: Indonesian

Sex: Male

Marital Status: Married

**References**

Edison Marulitua (General Manager Ops. PT Harvest Land Jakarta) +62818-0807-1011

Wawan Satryawan (HR Manager PT. TaurusGemilang) +62812-4676-036



