MANOJ KUMAR Contact No: +1 7783237924 / -Mail:manojthakurhiht@gmail.com

- Middle Management Professional-

Offering 1years 5 month of enriched expertise in Operation - Pizza hut

A result oriented professional with experience in:-

- Sales - Customer Service - Inventory Management - HR/Personnel Management
- Quality Audit - Team Management - Auditing - Hygiene & Safety

- **Currently Working with Pizza Hut (Maple ridge) Canada**
- Joined pizza hut as a shift supervisor in Sep 2023 at Maple Ridge Canada.
- Possess Knowledge & Understanding of concepts Like Budgeting, inventory and Hygiene & safety.
- Adept at maintaining service standards, operation policies, planning and implementing,
- Extensive Experience in Operation management, customer service, relationship management and people management in Retail Industry.
- Excellent communication, interpersonal, relationship management and problem solving skill.

Key Deliverables:-

Retail operation

- Implementing Sales Promotion Plans &New Store Concepts to generate Sales for achievement of Targets coordinating the in-store promotion activities for new releases & special products.
- Executing Infrastructure / facilities, renovation, development and expansion in store & sustaining profitable operations with focus on marketing.
- Maintaining Optimum stock level for Weekday & Weekends Sales.
- Maintaining Quality and consistency of food for enhancing customer satisfaction & keeping a check on staff to ensure that safety standards.
- Forecasting and achieving store sales targets.
- Hiring
- Responsible for entire food safety.

Customer Relationship Management

- Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with clients, handling customer request & resolving complaints.
- Organizing in house event for guest for their leisure and comforts.
- Maintaining excellent relation with client's including shop floor interaction with customer for effective resolution of customer grievance and obtaining feedback.
- Monitoring the speedy resolution of client queries & grievances to maximize satisfaction level by identifying improvement area and implementing adequate measures.

Team Management

- Staff Training, making duty roster, setting objective for entire team.

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- Monitoring the performance of multi-skilled work force and conceptualizing need-based training programs for their overall career development.
- Conducting practical and theoretical training programmers to enhance skills and motivational level.
- Responsible for leading a team ensuring proper information flow through arranging timely feedback to executives to ensure quality.

PREVIOUS EXPERIENCE:-

1 Worked with Walmart as a lead merchandiser with 2 year of experience.(July 2020 to July 2022)

2)WORKED WITH MCDONALDS AS AN ASTT. STORE MANAGER WITH 4 YEARS 10 MONTH EXPERIENCE (7Jan' 13 to till 28th OCT ' 17

3)WORKED WITH FUTURE RETAIL (EASY DAY) AS STORE MANAGER FROM LAST 1 YEAR 5 MONTH . (30th Oct to till 27Feb ' 19) .

4)WORKED WITH PIZZA HUT AS A RESTAURANT MANAGER FROM JUNE '19 TO TILL JUNE '20

Noteworthy Credits

- Training Basic Shift management in 2013within the company
- Training Advance Shift Management in 2013 within the company
- Effective management practices course in Jan 2014
- Attending Regular classes for Inventory Management, Quality Audits, and Training Management.

- Bagged:
  - Integrity Award by Mc Donald's Senior Management.
  - Received Appreciation from Higher Management for maintaining Above 85% in Food Safety and accounts Audits.
  - Received appreciation from higher management for maintaining 03 times food safety audit green in easy day.
  - Shrink control in last inventory i.e. 0.28 % against the target 5 % .
  - Received appriciation to achieve audit pass 3 times .

ACADEMIAC

- Hotel management and catering technology (3 years) from heritage institute of hotel and tourism shimla (2011)
- Matriculation from ARMY SCHOOL JHANSI (2007)

IT Forte: Well Versed with MS Office and Internet Applications.

Software Known

- OSMS
- SAP

PERSONAL DOSSIER

Date of Birth - : 17 FEB 1989
Father Name - : Sh. PARTAP CHAND
Present Address : 20162 ditton st maple ridge V2x3N1(Bc) canada .
Language Proficiency : Hindi, Punjabi & English
Marital Status - : Married

DECLARATION

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I confirm that information provided by me is true to the best of my knowledge and belief.

MANOJ KUMAR

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