#### OBJECTIVE

To obtain a responsible and challenging position which will enable me to apply my strong organization, interpersonal and analytical skills for the growth of the organization, management and me.

**EDUCATIONAL BACKGROUND:**

**March 2010** Completed the S.S.C... Examination with Second class from

G S E B

**March-2012** Completed the H.S.C. Examination with

First class from G S E B

**2012-2015** Bachelor of Arts, Graduation complete (Major Hindi)

S.B.P Government College

**2013-2014** Computer Course for Hardware & Tally

**PROFICIENCIES & STRENGTHS:**

Good communication & presentation skills, Customer Focus, Analytical ability to sales building, Knowledge of, Internet & Emails and flexible to move as per company requirements.

#### Professional Achievements

* Achieved **Highest Ever Sales of 6 lakhs** in absence of the Cafe Manager

(2015)

* Become **Asst. Manager Level 2** at Café Coffee Day. (2015)
* Become **Asst. Manager Level 1** at Café Coffee Day. (2016)
* Become **Cafe Manager Level** at Café Coffee Day. (2017)

# **Developments & Responsibilities at CAFÉ COFFEE DAY: ( July ’12-Continue )**

Responsibilities as a **CAFÉ MANAGER** are as follows:

* Manage day-to-day operations of the café
* Train employees on drinks preparation and proper use of coffee equipment
* Hire, train and guide store employees in delivering excellent customer service.
* Coordinate with SCM and order supplies, as needed (like takeaway cups, coffee, milk and other ingredients)
* Maintain updated records of daily, weekly and monthly revenues and expenses
* Advise staff on the best ways to resolve issues with customers and deliver excellent customer service
* Ensure whole cafe areas are clean and tidy
* Nurture friendly relationships with customers to increase loyalty and boost our reputation
* Excellent communication skills with the ability to manage and motivate a team
* Assign rules and responsibilities to employees for operational effectiveness.
* Develop action plans for the team to meet operational and organizational objectives.
* Ensure that store in maintained according to sanitation and cleaning standards
* Obtain customer feedback and make appropriate business developments or changes to meet customer needs.
* Monitor and manage store staffs by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve operational performance.
* Identify and address issues in store performance.
* Develop strategic and operational plans for managing execution and measuring results of store.
* Schedule regular meetings to discuss about business development opportunities and any issues.
* Communicate clearly with all employees to ensure effective store operations.
* Maintain store environment clean, safe and inviting for customers.

**HOBBIES AND INTERESTS**

* Watching Sports
* Music, Travelling & Movies

**LANGUAGES PROFICIENCY**

* English, Hindi, & Gujarati

**PERSONAL INFORMATION**

* Date of Birth : 15th February 1994
* Age : 26 Years
* Marital Status : Unmarried
* City : Ahmedabad (Gujarat)