**Ismail Pathan**

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Result-oriented Professional offering **over 8 years** of experience, targeting challenging assignments in **Cinema & Restaurant management** a leading organisation of repute preferably in **Retail / Service** industry

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| **CORE COMPETENCIES**  ***Business & Operational Excellence***  ***Planning & Execution***  ***Team Training***  ***General Administration/Facility Management***  ***Infrastructure Management***  ***Food & Beverage Operations***  ***Resource Management*** | **PROFILE SUMMARY**   * Experienced in monitoring Service Operations in compliance to the agreed SLA levels with skills in leading, mentoring the performance; presently managing the overall operations of multiplex * Impacted organization profitability through effective tactical sales operations decisions and new business development; coordinating with the Marketing Team for Advertising & Promotional activities to increase Cinepolis footfall * Proficiency in managing all aspects of service management including monitoring aesthetic presentation of Food & Beverages; organising events including conceptualisation, procurement of materials, set design, and scheduling * Competency in providing an end-to-end solution right from developing to the successful launch food and beverage products * Skilled in enhancing & influencing **overall guest experience** while maintaining compliance with company practice, cost projections and mission statements; associated with leading luxury and trusted brands like **Dominos Pizza & Cinepolis** * Recognized for outstanding organizational skills, creativity, artistic display, public relations and skills to consistently exceed guest expectations * Result-driven Professional with success in building relationships and capabilities to nurture the strategic relationships with upper-level decision makers |

**ORGANIZATIONAL EXPERIENCE**

**Cinepolis India Private. Ltd., Vadodara Jan’19 to Continue**

**Unit Head – Operation**

**Key Result Areas:**

* Ensuring all necessary licenses and NOCs are renewed on a timely basis and general preventive maintenance is as per the schedules defined and of the property
* Assisting the Regional Manager in developing and implementing strategic plans, ensuring optimum customer satisfaction, profitability on an ongoing basis
* Maintaining effective use of given budget and controlling expenses
* Managing recruitment and training of Cinema Teams
* Mentoring the associates to achieve high performance and low attrition
* Conducting performance review for all managers/supervisors and providing quantitative feedback
* Tracking competition business/strategies and evolving or modifying company strategies to increase sales
* Developing strong market knowledge of existing and potential clients and identifying business growth opportunities through market surveys & mapping as per targeted plans through lead generation
* Conceptualizing & implementing competitive strategies for driving sales; developing & expanding distribution for achieving revenue & profitability targets
* Creating accurate budgets, managing labour, conducting regular inventory checks & audits and developing progression plans
* Coordinating with vendors and suppliers to ensure focus is on cost saving measures and quality products
* Planning and implementing infrastructure/facilities, renovation, development and expansion of units
* Administering profitability of operations and supervising all aspects of restaurant management including menu planning, monitoring food production to ensure compliance with quality & hygiene standards
* Engaging with operating staff for upkeep of kitchen equipment in perfect working order; ensuring cleanliness and hygiene in the kitchen work area

**Highlights & Achievement:**

* Achieved Crew of the year award - 2019
* Nationally top scored in customer satisfaction & Mystery Audit for year -2019
* Implemented flexible roaster which increased employee satisfaction & high effectivity at work place
* Reduced operational cost through a detailed analysis of the daily functions and appropriate deployment of employees

**PREVIOUS EXPERIENCE**

**Domino’s Pizza – Ahmedabad**

**Restaurant Manager & Trainer July’12 to Jan’19**

**Senior Executive Training - Domino’s Pizza, Ahmedabad January’18- January’19**

**Key Result Areas:**

● Monthly/Quarterly tasks -Designing and published Monthly Training Calendar

● Ensured compliance during induction and orientation of all on boarding employees in the region across all levels,

started from front liners, crew members, delivery personnel, assistant restaurant managers, restaurant managers, dy.

district managers, district managers and area managers

● Strengthened career development training for restaurant management team followed by OJT

● Maintained compliance in resolution of guest service-related concerns (escalations if any in the area)

● Drove promotion evaluation process for entire restaurant management team and above

● Supported and monitored middle level management training &amp; development plans

● Built restaurant team, ensured all training related SOPS are followed &amp; behavioural training sessions for frontline and

managed training audits, operations excellence audits, guest service audits

● Integrated Net Promoter Score (NPS) and worked on issues to improve the score further integrating guest concerns and

work on top 3 issues basis RC

● Uploaded modules/content on LMS &amp; connect with regional teams &amp; created/published monthly reports with sup.

● Conducted TNI &amp; TNA basis Audits and reports and plan refresher sessions

● Ensured utilization and understanding of Learning Management System (LMS) in the restaurants, monitored course

completion across all levels and published timely reports for better visibility

**Restaurant Manager - Domino’s Pizza, Ahmedabad July’12- January’18**

* Prepared indent of Restaurant and supplies as per business need Ex. Holiday, lean session, Pick period
* Explored local store marketing on micro level & retaining guest for long term
* Assisted the district manager in developing and implementing strategic plans, ensuring optimum customer satisfaction, profitability on an ongoing basis
* Driven restaurant with effective manpower and defining quick deployment strategy based on numbers
* Maintained effective use of given budget and controlling expenses
* Managed recruitment and effective training of restaurant team Ex. Delivery, Pizza maker, Order taker
* Mentored the associates to achieve high performance and low attrition
* Assisted District Manager in tracking competition business/strategies and evolving or modifying company strategies to increase sales
* Created accurate budgets, managing labour, conducting regular inventory checks & audits and developing progression plans
* Administered profitability of operations and supervising all aspects of restaurant management including, monitoring food production to ensure compliance with quality & hygiene standards
* Engaged with operating staff for upkeep of kitchen equipment in perfect working order; ensuring cleanliness and hygiene in the kitchen work area
* Ensured restaurant team adhere to standard uniform & processes design by higher authorities

**Highlights & Achievement:**

* Achieved Rockstar award three time - 2015 -2016
* Nationally top scored in customer satisfaction twice -2015
* Achieved guest delight meter twice - 2015
* Received three promotion in span of 6 years
* Always taken challenging work and streamline processes as per process

**ACADEMIC DETAILS**

* **PGD in Human Resource** from Ahmedabad Management Association, Ahmedabad in 2012
* **BHM (Hospitality Management)** from Saurastra University, Rajkot in 2011

**CERTIFICATION**

* **Young Leaders Development Programme from** **IIM – KASHIPUR** in 2016
* **Tourism Services Provider Programme** from Ahmedabad Management Association, Ahmedabad in 2010
* **Value based life management** from Saurastra University, Rajkot in 2009
* **Legal literacy from** Saurastra University, Rajkot in 2009

**IT SKILL**

* **Microsoft office** (Excel, Word, PowerPoint)
* **Operating system** – Mc OS & Windows

**PERSONAL DETAILS**

**Date of Birth:** 22nd July 1989

**Languages Known:** Hindi, English, Gujarati, Urdu & Arabic

**Address:** B – 51, Jantanagar Ramol road near C.T.M. Ahmedabad -382449