**OBJECTIVE**

Seeking a career with a progressive organization where I can utilize my skills, knowledge

and experience in learning & development, management & operations in a challenging role

that allows for advancement and growth.

**EXECUTIVE SUMMARY**

An experienced professional, with 6 years’ in the service / hospitality industry handling various roles in operations and training.

**EDUCATIONAL QUALIFICATIONS**

* H.S.C with M.P.C from C.K.M.Teja Collage,A.P.
* Bachelor of Business Management from IBMS in June 2006.[Distinction holder with First in batch]

**PROFESSIONAL TRAININGS & CERTIFICATIONS**

* Train the Trainer training by Inspire One at YRI.
* Managing Self & Managing others by Inspire one at YRI.
* High Impact Coaching Training By YRI.
* Successfully completed First Aid Training Program by St.John’s Ambulance Association.
* Get Ready to Lead (GRTL) Certificate program By YRI.
* Successfully completed Achieving Breakthrough Results training program at YRI
* Successfully completed Merchandising&Customer Service certification by ABCTCL.
* Certified Brew Master from Café coffee day,a division of ABCTCL.

**WORK EXPERIENCE**

**Yum Restaurant ! International – KFC –Market City Mumbai**

Yum Restaurants International, the largest restaurant company in the world and listed among the fortune 500, is promoting the 5 brands - KFC, Pizza Hut, Taco Bell,PHD. KFC & Pizza Hut has been established brands of this group in India.  
KFC is the largest brand of Yum Restaurants, a company that owns. In India, KFC has grown rapidly and today has presence in 21 cities with close to 180 restaurants.

**Currently handling Restaurant General Manager portfolio as an assignment: 3rd October 2011 till Date**

**Key Responsibilities**

* **Cost & Overhead Reductions**
* **Inventory Planning & Control**
* **Efficiency Improvement**
* **Labor Relations & Efficiency**
* **Restaurant Infrastructure & Operations Budgeting**
* **Supplier/Vendor Management**
* **Workforce Scheduling & Time Management**
* **Customer Service Skills Training**
* Conducting orientation sessions and arranging on-the-job training sessions for new employees.
* Helping Team member(s) maintain and improve their job skills, and possibly prepare for jobs requiring greater skill.
* Helping Shift Managers improve their interpersonal skills in order to deal effectively in the restaurant and role.
* Setting up individualized training plans to strengthen each employee's existing skills or developing new ones.
* Conducting departmental training meet for feedback.
* Responsible for KFC’s training pertaining to different departments.
* Involved in Campus recruitment for Management Training Program and Operational Training Program.
* **Maintaining Management trainees training record(Scheduling and recording their performance).**
* Maintaining core training & self paced training records for the associates.
* Actively taking part in quarterly associate meet for awards & recognition.
* Conducting department Buddy Trainers champ meet.
* Designed welcome champion training for food & beverage department.
* Involved in a workshop conducted by Bob brown on up selling techniques.
* Actively involved in the Launch & Training Of Krushers in KFC,Indian Subcontinent

**Café Manager at Café coffee day,ABCTCL – 2 nd Jan’ 07 to 01st Oct ’11**

**Retail:**

**Customer care Executive at Shopper’s Stop Ltd- 25 th February’06 to 31st December’06.**

**Key Responsibilities -**

* Ensured adherence to Café Coffee Day Standards of service - Contributed to periodic successful Brand Standard Audits
* Execution of branded customer Service and feedback process
* Conducted monthly process trainings for Team Member(s) and new joiners
* Conducted developmental & Training programs for Senior Executives
* Conducted half-yearly performance appraisal and feedback sessions with TM(s)
* Prepared of financial reports and regularly published results with the team
* Vendor Management - Utilized resources from vendors to improve activities and generate new ideas

**Key Achievements -**

* Maintained a CMS & CER [CHAMPS EXCELLENCE REVIEW] score for KFC Market City at 91 YTD
* Controlled variable costs – Increased profitability of the department from 37% to 48%
* Leading a team of 65 Team Members(s) and report directly to the Area Manager
* Certified Restaurant Operation & Management Modules trainer at KFC
* Successful in Increasing revenues of the Café Coffee day-Navi Mumbai region.
* Successfully did NSO(new Store opening for two YUM! Equity Stores in Infinity(Malad) &Market City(Kurla) and various CCD stores.
* Winner of Top Sales Performance Award of YRI and Best Café Manager Award 2010 at ABCTCL.

**CULTURAL/SOCIAL INTERESTS**

1. Participated in sports(Cricket,Racing etc,.) in intra / inter college competitions.

2. Interested in traveling

3. Actively taking part in CHAMPS challenge organised by YRI.

4. Passionate about Movie making & Artefacts.

**PERSONAL DETAILS**

Date of Birth : 08 April 1986

Nationality : Indian

Languages : English, Hindi ,Telugu and Tamil.

I here by declare all the above information is true to the best of my knowledge.

Place:Mumbai

Date: (S.D.Hari Prasad)