



# KIRANBABU PAMULA

Restaurant manager

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9052733211

Date of birth: 24/10/1998

Dynamic Restaurant Manager with over five years of progressive experience in the food service sector, demonstrating a robust ability to enhance operational efficiency and customer satisfaction. Recognized as the Best Employee of the Month in January 2021, showcasing a commitment to excellence in management and service delivery. Proven expertise in leadership, problem-solving, and an in-depth understanding of the food service industry. Currently overseeing operations at Rusted Spoon, consistently driving business growth and fostering a positive dining experience for patrons. Adept at developing innovative strategies that align with organizational goals.

## Skills

- Teamwork
- Fast Learner
- Ability to Work in a Team
- Adaptability
- Customer Service
- Operational Efficiency
- Staff Management
- Leadership Skills
- Problem Solving
- Business Development

## Employment History

### Restaurant Manager at Rusted spoon, Vijayawada

February 2022

Currently serving as the Restaurant Manager at Rusted Spoon, where the role involves overseeing daily operations and ensuring the highest standards of customer service. Leadership skills are employed to motivate the staff and manage workflow effectively. The focus remains on enhancing customer satisfaction through strategic initiatives and operational excellence. Additionally, efforts are directed towards maintaining a positive dining environment that encourages repeat patronage.

- Directing daily restaurant operations, ensuring efficiency in service and staff management.
- Implementing training programs for staff to improve service quality and operational performance.
- Analyzing customer feedback to make informed decisions aimed at enhancing the dining experience.
- Utilizing business development strategies to increase customer engagement and restaurant profitability.

### Floor Manager at Rusted Spoon, Kava Cafe

December 2019 – February 2022

In the role of Floor Manager at Rusted Spoon and Kava Cafe, management of floor operations was key. This position involved supervising service staff, ensuring that guests received prompt and attentive service. Strong organizational skills were applied to coordinate activities and enhance

team collaboration. Additionally, the focus was on improving service protocols and fostering a welcoming atmosphere for all guests.

- Supervised daily floor operations, ensuring smooth service delivery and staff coordination.
- Enhanced customer experience by implementing service standards and training staff accordingly.
- Developed effective communication channels between kitchen and service staff to streamline service.

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## **Sr. Captain at Food Republic, Vijayawada**

January 2019 – December 2025

As a Senior Captain at Food Republic, responsibilities included managing the service team and ensuring exceptional dining experiences for patrons. This role required strong leadership and customer service skills to resolve any issues and maintain high satisfaction levels. Additionally, training new staff members was a critical component, which helped in maintaining service excellence and operational consistency.

- Managed and trained service staff to uphold high standards of customer service.
- Handled customer complaints effectively, ensuring a positive resolution for all parties.
- Oversaw service flow during peak hours to maintain efficiency and customer satisfaction.

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## **captain at sweet magic, Vijayawada**

April 2018 – December 2019

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## **steward, at sweet magic**

May 2016 – April 2018

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### **Education**

## **intermediate, vidyalaya junior college**

June 2014 – March 2016

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## **SSC, S G R K high school**

April 2014

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### **Hobbies**

playing cricket  
driving

Languages

telugu

hindi

english

Courses

barista, kava cafe coffee training

June 2020 – August 2020

References

mr.nikhil neelapu from Rusted spoon

9396933663 | nikhilneelapu7@gmail.com

mr.koteswararao from 63 degrees

9566065701 |