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| **Bankim Desai**     |  | | --- | | **Contact** |     **Address**  293 Long Chaulden  Hemel Hampstead, United Kingdom, HP1 2NX  **Phone**  07735435939  **E-mail**  bankim1983@googlemail.com     |  | | --- | | **Skills** |      * Strategic Planning * Operations * Business Development * Liaison / Coordination * MIS/ Documentation * People Management * Client Relationship Management * Branch operation * Credit Management | Accomplished Area Manager is skilled at driving key performance indicators and sales to achieve budgeted goals.    **Work history**     |  |  |  |  | | --- | --- | --- | --- | |  | 2022-03 - Current |  | **Area Manager**  *forestry of england, Wendover woods cafe, Hertfordshire*   * Developed plans and strategies to promote continuous improvement. * Offered friendly, efficient customer service and handled challenging situations with ease. * Increased sales by 15% by rolling out new promotional strategies across regional shops. * Delivered KPI targets and improvements consistently through excellent leadership. * Managed on-site evaluations, internal audits and customer surveys. * Outlined annual and quarterly priorities to guide departmental growth. * Maintained ownership of sales pipeline, sourcing and developing new business opportunities to drive sales. * Coordinated and managed paid marketing campaigns on different platforms, carefully overseeing results to deliver maximum ROI. * Brought in exceptional candidates to boost team productivity and operational efficiency. * Managed staffing schedules for high numbers of employees, delivering operational efficiency whilst remaining under budget. * Analysed sales reports to identify trends and update strategies. * Approached new tasks and projects with enthusiasm and passion, increasing employee motivation and morale. * Acted as point of contact for high-level queries and represented theteam at senior leadership meetings. * Located, verified and distribution information through knowledge management practices. * Evaluated sales and service processes to generate targeted improvement strategies and increase revenue opportunities. * Drove revenue increases and team morale by developing and deploying incentivised sales contests. * Defined business strategies and roadmaps to drive performance across sales, promotions and marketing departments. * Analysed reporting to reconcile transactions, accounts and ledgers. * Improved efficiency and productivity by acquiring new skills. * Received and processed stock using aninventory management system. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2021-03 - 2022-03 |  | **General Manager**  *M&B Harvester, Restaurant, United Kingdom, United Kingdom*   * Maintain food and service quality and consistency in line with company standards * Uphold standard of quality, presentation and cleanliness throughout the restaurant * Ensure that the business is effectively managed and staffed at all times * Complete and operate an effective business plan for the restaurant * Ensure all equipment is used correctly in compliance with all Hygiene & Safety Regulation and Company procedures * Deal with customers on a daily basis and in a prompt and professional manner * Facilitate constructive feedback on suppliers to the Area Manager. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2018-03 - 2020-03 |  | **General Manager**  *Wagamama, Restaurant, United Kingdom, Middlesex*   * Maintain food and service quality and consistency in line with company standards * Uphold standard of quality, presentation and cleanliness throughout the restaurant * Ensure that the business is effectively managed and staffed at all times * Complete and operate an effective business plan for the restaurant * Ensure all equipment is used correctly in compliance with all Hygiene & Safety Regulation and Company procedures * Deal with customers on a daily basis and in a prompt and professional manner * Facilitate constructive feedback on suppliers to the Area Manager. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2015-06 - 2018-03 |  | **General Manager**  *Frankie&Bennys, Restaurant, United Kingdom*   * Maintain food and service quality and consistency in line with company standards * Uphold standard of quality, presentation and cleanliness throughout the restaurant * Ensure that the business is effectively managed and staffed at all times * Complete and operate an effective business plan for the restaurant * Ensure all equipment is used correctly in compliance with all Hygiene & Safety Regulation and Company procedures * Deal with customers on a daily basis and in a prompt and professional manner * Facilitate constructive feedback on suppliers to the Area Manager. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2014-11 - 2015-05 |  | **Food & Beverage Manager**  *House Of Flavour, Restaurant, Reading*   * Responsible for the day to day operations, supervision, and administration of the restaurant * Responsible for revenue enhancement and cost control * Looking after inventory and vendor management * Handling staff recruitment, training, appraisals and their payrolls * Responsible for maintaining accounts, documentation and banking * Searching out prospective clients & meeting them for business enhancement * Supervising and motivating the team to work with enthusiasm for achieving the company success * Dealing with Tax Authorities and government bodies for issuance of required licences * Responsible for delivering high level of customer satisfaction and maintaining client relations. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2013-10 - 2014-11 |  | **Store Manager**  *DPGS T/A Domino's Pizza Group, Aylesbury*   * Responsible for handling store operations, administration and supervision * Responsible for timely delivery of food without any customer complaints * Dealing with the cash handling and banking * Handling marketing promotional events to search out prospective clients * Cost Control of the food, labour and mileage hit the bonus every week * Supervising and motivating the team to work with enthusiasm for achieving the company success * Maintaining the accounts & documentation * Dealing with the Store staff members and complying all the formalities required for handling the project at the Store. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2006-04 - 2013-10 |  | **Project & Restaurant Manager**  *Jimmy World Grill & Bars, Birmingham, Solihull*   * Responsible for the day to day operations, supervision, and administration for 15 branches of the restaurant * Looked after recruitment, training, appraisals and payrolls of employees * Responsible for Budgeting, revenue enhancement and cost controls * Maintaining manner, influence in communication & personal relationship with customer and staff * Dealing with the cash handling and banking * Searching out prospective clients & meeting them officially to market the services we provided * Looking after inventory management and wastage management * Supervising and motivating the team to work with enthusiasm for achieving the company success * Maintaining the accounts & documentation * Communicating with the supplier and buyer for the documentation required for handling the project and finalizing the dispatch report * Dealing with government bodies for acquiring and renewal of required licences for all 15 branches * Handling company warehouse buying & purchasing and documentation. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2004-07 - 2005-06 |  | **Project Manager**  *M.K.Shah Export Ltd, Saint Petersburg's*   * Responsible for setting up stores, staff training, merchandising, stocks management, analyzing store feedback * Responsible for sales promotion and maintaining client relations, handling complaints in international market * Dealing with banks for sanction and enhancement of company's CC, LC facility for financing of Exporting and Import business * Co-ordinate with Chartered accountants, Company Secretary, Lawyers, Valuer and Government Senior Officers for granting of credit facilities for financing of business * Handling customer clearance and documentation. |     **Education**     |  |  |  |  | | --- | --- | --- | --- | |  | 2008-04 |  | **MBA: Accounts And Finance**  *Birmingham University - Birmingham*  Grade: Grade - A |  |  |  |  |  | | --- | --- | --- | --- | |  | 2004-04 |  | **BBA: Account , Finance , Economics , Businesses Math**  *NRIBA - India*  Grade: First Class |     **Custom**    01/25/1983, English, Russian, Hindi, Gujarati, Available on request |

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