Mrs. **PRIYANKA PANKAJ pathak**

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| **Add:- Shri hari krupa , opp. Samaj mandir , Kamal Nagar,**  **Hirawadi, Panchavati, Contact no.-9637790609/8237779973.**  **Nashik-400003. EMAIL ID- priyankavadgaonkar1989@gmail.com.**  **OBJECTIVE**  **To obtain a position that would allow to put my talent & skill to work while having. The opportunity to**  **Learn new skills & grow in the profession. To deliver a great Hospitality & customer Service to customer through**  **& efficient service in person as well as via telephone.**  **EDUCATION**   * **2003-2004**  **S.S.C AADARSH HIGH SCHOOL,MUMBAI.** * **2013-2014 H.S.C. SNH COLLEGE OF COM. , MUMBAI.** * **2017 APPE. S.Y.B.COM. SMRK COLLEGE OF COM., NASHIK.**   **CERTIFICATIONS**  **Have Attended 2 courses from PIZZA HUT,**   1. **Floor management.** 2. **Basic Shift Management.** | | ADD.- |
| **COMPUTER SKILLS**   * **MS-CIT ( GRADE A)** * **MICROSOFT** * **POWERPOINT** * **WORD** * **TYPING (ENGLISH 30-WPM)**   **ACHIEVEMENTS**   * **Fast Track Promoted manager in Pizza hut DEPL, INDIA.** * **Have won MDS ( Mystery Diner Shopper) trophy for the store.** * **I was the part of store team to clear CER ( CHAMPS EXCELLENCY REVIEW).** * **Haved achived lowest CSO (Customer satisfaction opportunities) 16% for Q3 -2013.**   **WORK EXPERIENCE**   * **DHANVANTARI COLLEGE OF FD & ARCHITECT For 1yr as (DATA ENTERY OPERATOR & RECEPTIONIST)2ND MAR.2012 to 29TH JUNE.2012.** * **Total experience in FOOD & HOSPITALITY is 4 Years 8 months.** * **PIZZA HUT (MUMBAI)– JAN. 2010 TO FEB .2012 (CSR to TRAINING MANAGER)** * **PIZZA HUT (NASHIK) – JUNE.2012 TO MAY 2014 ( SHIFT MANAGER )** * **MODERN PANTRY ( HIRAWADI )- SEP.2014 TO AUG.2017 ( CSR & SM)**     **SKILLS & AWARDS**   * **CREW OF THE MONTH – JAN2011** * **5 STAR MEMBER-JUNE2011**  1. **BACKROOM STAR** – GOOD KNOWLEDGE of all products. Their shelf life & Chemical usage. 2. **COUNTER STAR- GOOD SUGGESTIVE selling & sell up, good promotion execution,** **Team Work** , **Customer Care**, **Good hospitality.** 3. **B.D.G. STAR-** Following proper procedures as per PIZZA HUT standard for making &handling food & beverages. 4. **FRIED PRODUCT STAR-** Following proper procedures as per PIZZA HUT standard for cooking of all fried products. And having good knowledge of oil usage. 5. **PERSONALI TY STAR-** Well grooming , proper dressing, Puntuality, High Initiative Level, focus towards the store targets,  * **1st**  **RODIE OF THE QUARTER – MAY 2012**   For the contribution towards the achievement of Store as well as patch targets & training of the team. And for High efficiency, Productivity & Intitative level.   * **SILVER HAT AWARD WEST & SOUTH MARKET, INDIA- DEC 2012 (BSM COURSE, PUNE)**   For good knowledge & skills of MANAGEMENT. Good Communication , Co-Operation  & Co-ordination with a class participator & Instructor. And a Good team Leader among  the class who learnt most from the class as well as helps other participator to gain more  knowledge.  **AREA OF EXPERTISE**  **OPERATIONS**   * **Developing & Implementing procedures & Control systems for maintaining hygiene & quality**   **Standards.**   * **Responsible for achieving Quarterly & yearly Business plan for restaurant when includes operations**   **Sales & profitability , people.**   * **Co-ordinate functions & activities with other department heads & regional office as & when required.** * **Overseas the service of restaurant to ensure highest standards of quality ,services and cleanliness at**   **all times.**   * **Ensure that Local store displays, marketing promotions, activities are up-dated and well executed**   **at all times.**  **CUSTOMERATIONSH RELIP MANAGEMENT**   * **Built key Customer database , in order to leverage long-term relationship with the brand.** * **Ensure high quality services, resulting in customer delight & optimum resource utilization for maximum**   **Service quality.**   * **Ensuring maximum customer satisfaction by closely interacting with potential clients and understand their requirements & customizing the product & services accordingly.**   **PEOPLE MANAGEMET TRAINING**   * **Conducting training sections for smooth flow of operations.** * **Handling operational functions like Pre- shift briefings, creating the duty roster, shift**   **Management.**   * **Responsible for training plan completion & execution of plans on floor, field & generating profits.** * **Training & Development of the whole staff including training squads and floor managers.** * **Marketing plans and execution of same.**   **FOOD AND BEVERAGE MANAGEMENT**   * **Ensure profitability of operations & supervise all aspects of quality and hygiene standards.** * **Preparation & monitoring of food & beverage budgets and responsible for sales, costs, Inventory control .** * **Manage Food & beverage merchandising using various mediums and creative to stimulate customers to impulse buying and boost sales.** * **Manage inventories & stocks of various salable, non salable and promotional items.**   **PERSONAL INFORMATION**   1. **MRS. PRIYANKA PANKAJ PATAHAK.** 2. **DATE OF BIRTH 16TH MAY.1989** 3. **GENDER-FEMALE** 4. **NATIONALITY-INDIAN** 5. **MARITAL STATUS-MARRIED** 6. **LANGUAGES KNOWN- MARATHI, HINDI, ENGLISH.**   **HOBBIES**   1. **TO LEARN NEW THING** 2. **PLAYING CARROM, CHESS.**     **YOURS FAITHFULLY,** |  | | |

**MRS. PRIYANAKA** **PANKAJ PATHAK.**