



VEENA MARIE KAUR

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ABOUT ME

Enthusiastic and ambitious former Restaurant Manager with a total of 7 years of experience in the Food and Beverage Sector. Areas of expertise include operations, sales, customer service, staff training, attending to customer's inquiries and feedback. Am responsible, detail oriented with strong organisational, analytical, problem solving & relationship management skills with peers as well as customers. My hobbies include sports and reading.

Experience

Pizza Hut Singapore Pte Ltd |
2016 May – 2023 August
Deputy General Manager

- ***Started as a Service Crew but moved to managerial position after 2 years***
- Assist the General Manager in overall store duties
- Monthly analysis of P&L statements
- Brainstorm ways on how to increase store's productivity and achieve sales target
- Monitoring of labour and food cost
- Ensuring store is ready for any audits
- Daily checking of products making sure they are within shelf life
- Recruitment & training of new staff
- Processing of new hire documents
- Weekly planning of staff roster

- Ordering of stocks
- Assignment of Cleaning tasks
- Daily checking of survey results and ensuring targets are met
- Daily staff briefing and deployment per shift
- Monitoring of FT hours to ensure OT does not exceed
- Attending to customer's feedback and performing service recovery when needed
- Ensure proper handover is done to the next shift
- Overall running of shift

Subway Singapore | 2014 January - 2016 May

Sandwich Artist

- Ensure sandwiches are made according to standard
- Preparation of vegetables and meat
- Bake bread and cookies according to the right temperature
- Ensure meat and soup are thawed correctly
- Ensuring ingredients are within shelf life
- Assist duty manager

Rasa Istimewa Restaurant Singapore | 2013 Oct - 2014 January

Waitress

- Serving and handling of food and drinks
- Order taking
- Attending to customer needs
- Assist duty manager
- Execute restaurant events

Education

2023 September – Current

Bachelors in Information Technology | Auckland Institute of Studies

2016 January - 2018 April

Higher Nitec in Mechanical Engineering | ITE College West Singapore

2012 January - 2015 December

GCE 'N' Level | Yuhua Secondary School Singapore

Awards and Acknowledgements

From Pizza Hut Singapore Pte Ltd

- ◆ May 2018- Promoted to Shift Manager
- ◆ January 2019 - Promoted to 2nd Assistant Manager
- ◆ January 2020 - Promoted to 1st Assistant Manager
- ◆ July 2021- Promoted to Deputy General Manager
- ◆ February 2022 - Long Service Award

LANGUAGES

English (Fluent)

Punjabi

Reference : Mariah Farah Binte Majid

+6588096471 (Former Manager)