

GIRDHAR MAKWANA

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To obtain a responsible and challenging management position with the service leader organization.

Professional Experience

Retailer (Shell India Market Pvt. Ltd.Sanand – Ahmedabad) (Jan'2019 to June'2022)

- Execution of Shell operation with Health, Safety, Security and Environment high standards parameters by powering lives.
- Managing customer fuel requirements with safety as per world class process.
- Doing plan to maximize fuel sale with corporates, transporters and single fleet owners.
- Achieving zero emission operation, P&L with topline and bottom-line improvement.

A) Store Manager (Big Bazaar- Future Retail Ltd – Gandhidham) (Jan,2017 to Dec'2018)

- Drive company culture with Commercial and Manan audit parameters.
- Resolve the customer's complaints VOC and MS CRM portal, query and suggestions with positive approach.
- Flexible and maintain effectiveness by great people practice, work routine to meet the goal and circumstances for smooth functioning of the store operations by resolving bottlenecks.
- Focus on the top selling articles in FMCG and forecast stock of it.
- Effectively managed expiry and DAD stock.

A) Store Manager (DMart- Avenue Supermart limited-Ahmedabad) (June,2015 to Jan,17)

- Maintain company culture with founding truths 4RQC as per process audit parameters.
- Resolve the customer's complaints, query and suggestions with positive approach.
- Execution of process to meet the goal and circumstances for smooth functioning of the store operations by resolving bottlenecks.
- Impact Team through **lead by example**, coaching and mentoring experience of approx 250 Employees.
- Team Building with constructive feedbacks, Employee Engagement, motivation, OJE and performance appraisals given **40+ officers for the next level promotion**.
- Develops and introduces practical new approaches or shares best practices to address problems or opportunities.
- Co ordinate with **distribution centers and Local Vendor Management** with forecasting, ordering, receiving and storing the goods/stock management as per FSSAI norms.
- Prominent seasonal display of high selling SKU's for high visible the top product availability to avoid the stock out.
- Pilferage Control and follow effective inventory management.
- Asset Management and effective AMC follow ups.
- Handle government official's visits and Statutory Compliance.

B) Restaurant General Manager (Sept'2013 to June'2015)

Yum! Restaurants India Pvt Ltd. (KFC Prahladnagar-Ahmedabad)

- Be the best in the world by ensuring one system operation as our foundation.
- World class operation and **Customer Excellence Review** as core process.
- Financial discipline as per YUM **financial Excellence review** process.
- Motivating team & lead the culture "**People capability first, sales & profitability follows.**"
- Measuring store operations for sale maximization.
- Run smooth & profitable restaurant operation as per world class operation process.
- Extremely well launch the **HOME DELIVERY channel** in Ahmadabad, Gujarat and generated highest sales by the best operations execution all the times.

C) Deputy District Manager (Aug'2012 to Sept'2013)
Jublint Foodworks : Dominos (Paldi - Ahmedabad)

- Refurb and open Paldi store and take the highest delivery sale ever with very well understanding of the trade area.
- Effectively started the **"30 minute or free campaign"** with exception records by giving highest order within promised time.
- Focus on the **"Drive Safe, Safety First"** educate the team aware about high safety parameters on the road.
- **"Every Seconds counts"** attitude developed in the team to execute flawless execution of Home Delivery.
- Handle Maninagar Store at 99 Acres mall by staff training to be streamlined and food cost awareness in second line managers.
- Handle Satellite store for 3 months to give great service and separate delivery area after split working with wide angle store

D) Restaurant General Manager Pizza Hut (Rajkot) (Feb'2008 to July'2012)

- Manager full quality functions in the organization and accomplished 4.25+ in Balance score card out of 5 in consequently three years.
- Identify the operation opportunity/target requirements and get in process by innovative methods to the Shift managers & team members.
- To sustain & enhance brand image and culture by implement of standard systems & procedures.
- Preparation & implementation of local sales & marketing plans
- Plan the expense heads of P&L for maximize profit
- Optimized MCP through planning and forecasting.
- Tracking monthly reports & inventories and managed wastages.
- Conduction Restaurant operations and training audits, preparing and executing action plans.
- Make sure excellence in BYA in CUSTOMER, PEOPLE, SALE, PROFIT & audits. (cer, suv, tmts, tele audit, champs)
- Monitor cash, banking and financial procedure.
- staff deployment, building motivation and productivity.

E) Assistant Restaurant Manager (Jan'07 to Feb'08)
Pizza Hut, Ahmedabad (SHAPATH)

- Strongly execute Brand image and culture by implement of standard systems & procedures.
- Preparation & implementation of local sales & marketing plans
- Helping out in P&L account for store as individual profit-cost center
- Schedule staff deployment, building motivation and productivity.
- Encourage team for Customer mania to go an extra mile to satisfy customer.
- Execution of all new product and menu launches.
- Expertise in interpersonal skills, coaching & counseling.
- Implementation of various management policies.
- Knowledge in other management functions such as bench planning & cross training.
- Developing people through system by cross training & bench planning manager.
- **ACHIVEMENTS**
- Taking care of Home service as Home service Leader & store training manager.

- Achieving YUM ELITE in pizza hut Shapath in HS & TABLE SERVICE.
- Effective launch & rotation of WFF products for Shapath Store.
- Facilitate and developed effective training four Shift managers in Shapath.

F) Shift Manager (Pizza Hut, Baroda)

(March'05 - Dec'06)

- Responsible for the smooth functioning of the restaurant.
- Coordination with other managers for smooth operation and banking activities.
- Conduct regular briefing with crewmembers and giving feedback.
- Supervise all brand standards implemented by the team members.
- Tracking daily inventories and minimized wastages.
- Attending to guest suggestions, comments and complaints and rectifying the same on the immediate execution for delighted customer service and satisfaction
- Execution of all new product and menu launches.
- **ACHIVEMENTS**
- Achieving CLUB MILLENIUM trophy for Pizza Hut, Baroda in both HS and table service.
- Recognized by YUM elite for Table service in Baroda.
- As Manager Lead Baroda team in chapms challenge & get recognized as best Manager.
- First store of West for the CHAMP YUM in Home Service and YUM Oscar for the current year as Home Service Manager.
- Effective launch of freshizza and sold the highest % of entire Gujarat

Promoted to Pizza Hut Baroda as Shift Manager

(Dec'04 to Feb'05)

As Fast track team member in Pizza Hut Ahmedabad.

I was also awarded with best standard operating person.

I was joined as team member at Pizza Hut.

(Nov'01 to Nov'04)

Education

Successfully competing DC management programmed designed by YUM Brands.

Successfully attending MDP and GRTL programmed conducted by YUM Brands International, World's largest restaurant chain.

Bachelor of Commerce. Gujarat Uni. (MARCH 2001)

Diploma in computer Application. (MARCH 1998)

Computer Skills

SAP, ERP, Brain power, Point of Sale, Microsoft Windows.

Strengths

Young, energetic, ambitious, hardworking, adaptable

Personal Detail

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| Date of Birth | : | March 16, 1980. |
| Gender | : | Male |
| Languages | : | English, Hindi and Gujarati |