



Chennai  
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## N.ANAND

Shift Manager – B.SC

Dynamic career reflecting, record- breaking performance in F&B sales Management field with 7 years of experience which includes two pre-opening of stores. Educated in B.SC Hotel Management and Catering Technology Driven F&B with solid experience in customer service and staff supervision. Well-Rounded background with demonstrated strength in store Management, Team Management & shrinkage.

### Core Competencies

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"><li>• Adaptability</li><li>• Communication</li><li>• Flexibility</li><li>• Initiative</li><li>• Interpersonal Skills Leadership and Team Building</li></ul> | <ul style="list-style-type: none"><li>• Customer Service</li><li>• Staff Hiring&amp; Development</li><li>• Business / Market</li></ul> | <ul style="list-style-type: none"><li>• Awareness</li><li>• Store Operation</li><li>• Shrinkage/ Expenses Control</li></ul> |
|---|--|---|

### Education

SRM University, Chennai.

**B.SC in HOTEL MANAGEMENT**

2011- 2014

# Professional Experience

## Tablez Group Food Company. LULU GROUP DIVISION

**Galitos Phoenix  
Mall, Chennai**

*Shift- Manager  
From  
December  
2021 - Present*



**Galitos Vijaya  
Forum Mall,  
Chennai**

**2018 - 2019**

*Team Training  
Manager From  
May 2019 to  
December 2020*



**Galitos White Field  
Restaurant Bangalore**

*Training From  
October 2018 to  
Dec 2019*



**Dominos Pizza  
R.K Salai Mylapore**

*Training ACE &Platinum  
Team Member 2015 to  
2018*

- Responsible for overall success of the stores by directing all operational aspects to each stores and departments and driving sales whilst minimizing cost.
- Coach and develop department managers to achieve excellent standards, results and best practice.
- Ensure the delivery of operational KPIs and sales across stores and analyzing data which has an impact on store performance.
- Ensure uniformity & high standards of quality in terms of service managed at store, driving customer retention and strong loyalty.
- Led and motivated the store team to achieve the sale target and ensure efficiency
- Manage store output in terms of sell outs metrics, volumes, quantity per invoice.
- Followed cent percent SOP's at store
- Maintain optimum stock level for inventory & setting norms for timely inventory..Managed stock levels and taken key decisions in stock and wastage control.
- Analyzed the sales in figures and forecasted the future sales volume to maximize profits.
- Used the information technology to record the sales figures, data analysis and forward planning.
- Ensured all safety parameters are followed in all aspect of work units
- Monitoring sales team performance, analyzing sales data, periodical forecasting and reporting to Regional heads
- Managing brand marketing and promotions at partners.
- Managed Front Desk tasks for a 200-room full-service boutique hotel.
- Managed Front House Staff and conducted ongoing training.
- Executed opening/closing duties including; financial reports and verifying staff accuracy.

## Notable Achievements

- Received Best Team Training Manager award for excellence in training for new joiners 2019.
- Promoted as Team Training manager to train the entire team of Forum mall & Phoenix Mall staff.
- Received Employee of the month honors and top scores on shopper reports with exceptionally high customer service remarks.
- Acted as face of company for social media sites and promoted the business outside of work.

## PERSONAL PROFILE

Father's Name	Mr.P.Narayanan				
Mother's Name	Mrs.N.Sundari				
Sex	Male				
Nationality	Indian				
Date of Birth	18/02/1994				
Languages Known	Name	Read	Speak	Write	
	Tamil	✓	✓	✓	
	English	✓	✓	✓	
	Hindi				

## REFERENCES

<u><b>Name</b></u>	<u><b>Designation</b></u>	<u><b>Contact Number</b></u>
Mr. Jinesh Chaco	Territory Manager –Galito's	+91 9034027786
Mr. Yatheesh	District Manager –Starbucks	+91 9738008477
Mr.Reji Joseph	Area Manager - Galito's	+91 7034009786
Mr. Ashok	Galito's Store Manager, Forum Mall	+91 9840017089

***Date***

***Signature***