

Niranchanadevi.R

Hospitality Professional

Multi tasking hospitality professional with more than 10 years of experience. Playing a pivotal role in the organization and lead the team to strive for the growth of the company and self. Train and lead the team effectively to achieve the desired goals.



Experience

2004 - Shift Manager

2010 Pizzeria (Franchise of Pizza Hut)

- ☐ Handling Restaurant Operations effectively
- ☐ Responsible for daily inventory and food cost control
- ☐ Expertise in leading the team effectively
- ☐ Responsible for 100% customer satisfaction

2010 - Asst. Restaurant Manager

2011 (KFC) YUM Restaurant International Pvt. Ltd.,

- ☐ Asst the RGM in achieving monthly targets.
- ☐ Responsible for the training of the team members.
- Responsible for handling emergency situations.
- Responsible for recruiting and Providing High end training for the team.

2011 - 2013 Customer Relation Officer / Executive Trainer

- Dominos Pizza (Jubilant Foods Pvt. Ltd.,)
- Coach and supporting the team to encourage teamwork and complete all duties assigned.
- Appreciate and recognize the team members.
- Conduct one on one training for the team members in terms of handling guest compliments.
- Coach and support the team for being customer maniac. Conduct training Audits and make action plans and follow-up with the outlets to complete the same.

2014 - 2015 Hatsun Agro Products Pvt. Ltd., Senior training officer

- Head the customer experience and training for south market
- Make sure all the complaints raised by the customer is resolved immediately
- Conduct orientation programmes and provide training plans for the new joiners.
- Plan and organize on the job training for the team whenever necessary.

2015 - 2018 Duty Manager SPI cinemas Pvt. Ltd.,

- Build team development and manage the growth of the team.
- Ensure SOP is followed at all times.
- Coordinating with other departments for the smooth operations.
- Providing Safe and positive environment for the team work.
- Check safety and security standards at all times.

2018 - 2020 - Duty Manager - Carnival Films Pvt Ltd

2020 - Till Present - Manager Training - Radiance Facility Management Service Pvt Ltd.



Personal Info

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Saidapet, Chennai-600015.

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Date of Birth:

1981-02-27



SKILLS

Ability to work under pressure.

Flexible and easily adaptable

Multi Tasking and team work

Self Motivated / Leadership



Education

2003 Madras University

B.Sc., PSYCHOLOGY