**Subir Singh Bhatia**

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**Objective:**

To grow in the industry by doing quality work and to prove myself as an asset to the company, I work for.

**Professional Summary:**

* Progressive and combined experience in world class hotels,catering services & Fnb Retail.
* Ability to develop and executes sales and profit plans that are in-line with budgetary goals.
* Ability to achieve budgets, food costs, laborcost, supplies costetc& create additional revenue.
* Ability to drive and motivate a large team to develop themselves and the business.
* Proven ability in supervising and training employees.
* Ability to work calmly under pressure and motivate the team to the same level.
* Knowledge of menu planning, planning duty rosters, delegating job assignments.
* Thorough professional who strongly believes in teamwork, team building & providing overall guest satisfaction.Well adaptive to new environment and new systems.

**Work Experience:**

**Assistant Manager: May,2018 to March,2020**

**Sodexo Food Services, Hyderabad**

Job Description & highlights of job at Sodexo

* Responsibilities as unit manager: Directing the operations of the Unit & delivering the services as per SOP. Preparing & monitoring daily sales/Cost reports. Preparing data for budgeting and forecasting.  
  Conduct regular meetings with clients for updates& coordinate with key stakeholders including vendors/sub vendors.
* Taking regular feedback from consumers. Creating action plans for complaints / issues and improvements.
* Ensuring implementation of high standards of HSE. Ensure that safety and hygiene policy is strictly followed at the site.
* Control the quantity and quality of the ingredients and ensure that all items are received as per the laid down specifications. Responsible for monitoring the daily raw material Indent & related reports.Managing a team of about 50 employees.

**Cluster Manager(Area lead): June 2017- Apr 2018**

**OYO Rooms**

Job Description:

* Coordinating with vendor hotels as an area lead.Onboarding new accounts/new properties with coordination of the Business Development Team. Directly and indirectly responsible for alliances, partnerships and driving the revenues through alliances.Coaching and training vendor hotel employees on OYO standards.
* Work on customer satisfactory parameters as specified by company. Audit room & check standards.Explain hotel owners about monthly financial statements & get any repairs needed.

**Shift Manager: April,2016 to May,2017**

**Burger King, Hyderabad**

Job description:

* Managing Product inventory, People development, Sales, Advertising, BTL Marketing activities.
* Overall store operations through partner and customer service lens.
* Team training through company designed training plans and executing the multi-level training approach for team. Coaching and developing employees.Manage, develop and motivate staff to increase sales and improve efficiency.Ensure right mix of staffing across all departments.Assist team members in grievance handling and disciplinary actions.
* Controlling the four channel store by giving the customer best possible service.Handling home service operations and ensure speed and quality of the product delivered.
* Forecasting and ordering for peak day sales partnering with store manager. Preparing daily, weekly & monthly reports.
* Main Aim – Increase store profits, increase top line & bottom line, Shrinkage control & providing customer best dining experience.

**Headwaiter (Supervisor):**

**Oct 2014 – Dec 2015**

**Muscat, Oman**

* Worked as supervisor(Head of the waiters): Managing/supervising overall store operations & as training coordinator for multi outlets.

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**Team Leader: November 2012 – June 2014**

**The Park, Hyderabad, India**

* Worked at The Verandah,In room dining outlets.

**Waiter: Nov,2011 to Oct 2012**

**Park Hyatt, Hyderabad**

* Worked at The Dining Room(Coffee shop) & Living Room(Cake shop) outlets.

**Café In-charge: Sep,2009 to Feb 2011**

**Café Coffee Day, Hyderabad**

* Worked as overall in charge cum Café manager, Inventory & quality in charge.

**Fnb Associate: Apr,2007 to May,2009**

**Taj Hotels, Hyderabad**

* Worked at Banquets, In room dining & Coffee shop outlets.

**Education:**

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| **Course** | **Year** | **Institution** |
| B.A. Tourism | 2012 | TNOU  . |
| Certificate Course in F & B Services | 2006 | I.H.M.C.T & A.N.,Vidyanagar  Hyderabad. |
| Secondary School Certificate (SSC) | 2002 | Vikasa Bharthi High School,Vanasthalipuram,Hyderabad |

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| **Skills & Strengths:** |

* Quality minded, Self Motivated, Team player & Team Builder.
* Ability to communicate effectively with a wide range of customers.
* Positive Attitude, Adaptive and Flexible to new environment.
* Computer knowledge of MS Office (Word, Excel, Outlook)

**Personal Details:**

Date of Birth : 14-10-1985

Place of Birth : Delhi

Languages known **:** English, Hindi, Telugu,Punjabi