
Sanjay Kumar Shukla



Room no - 154, Geeta nagar, Navy nagar, Dr.homi bhabha road, Colaba, Mumbai - 400005.

9004735403

sanjay_shukla1990@yahoo.in

Skype - Live:5470d6fb2d506629

<https://www.linkedin.com/in/sanjay-shukla-877030130>

Objective

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.Flexible and organized Restaurant manager with 9 years of experience facilitating busy restaurant environment operation. Customer-driven and highly coordinated managerial staff with collaboratively mindset and team orientation. Conscious innovators with consistent focus enhancing employee workplace satisfaction.

Experience

- **Barbeque Nation (Hyderabad, India)** 23rd May 2023 - 18th Sep 2023
Restaurant Manager/ Business Manager
 - Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.
 - Completed thorough opening, closing and shift change functions to maintain operational standards each day
 - Prepared employee schedules to maintain appropriate staffing levels during peak periods
 - Coached team members on food safety and sanitation processes, customer service, menu education and up- selling techniques to drive revenue
 - Resolved and investigated complaints regarding service, food quality and accommodations
 - Enforced sanitary practices for food handling, general cleanliness and maintenance of dining and kitchen areas
 - Directed and coordinated restaurant activities to obtain optimum customer service and strong employee development
 - Complied with health, sanitation and liquor regulations by clearly communicating and reinforcing standards and procedures to employees
 - Maintained safe working and guest environment to reduce risk of injury and accidents.
- **Third Wave Coffee (Mumbai, India)** 6th June 2022 - 1st April 2023
Store Manager/ Restaurant Manager
 - Reconciled cash and credit card transactions to maintain accurate records
 - Led and directed team members on effective methods, operations, and procedures
 - Effectively managed payroll and timekeeping, and paperwork for new hires and terminations
 - Carefully interviewed, selected, trained, and supervised staff
 - Conducted health, safety, and sanitation process evaluations to identify and remedy any violations immediately
 - Correctly calculated inventory and ordered appropriate supplies
 - Met, greeted, and encouraged feedback from customers and used feedback to implement positive changes within restaurant
 - Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and services
 - Developed, implemented, and managed business plans to promote profitable food and beverage sales
 - Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties
 - Monitored inventory of supplies and purchased orders to maintain adequate stock levels
 - Tracked daily sales transactions and invoices for accurate and updated nancial reporting
 - Assisted in development and implementation of new menus to offer variety and options to customers
 - Reduced process bottlenecks by training and coaching employees on practices, procedures, and performance strategies
 - Verified prepared food met standards for quality and quantity before serving to customers
 - Maximized quality assurance by completing frequent line checks.

- **Caffe Ritazza (Mumbai, India)** 1st April 2018 - 30th November 2021
 Assistant RM To Restaurant Manager

 - Excellent communication skills, both verbal and written
 - Managed time efficiently in order to complete all tasks within deadlines
 - Demonstrated respect, friendliness and willingness to help wherever needed
 - Participated in team projects, demonstrating an ability to work collaboratively and effectively
 - Resolved problems, improved operations and provided exceptional service
 - Paid attention to detail while completing assignments
 - Passionate about learning and committed to continual improvement
 - Reduced health risks and safety hazards by preparing beverage products consistently while creating cleaning schedules, restocking items and sanitizing equipment to adhere to health department standards
 - Maximized quality assurance by completing frequent line checks
 - Kept facility compliant with health codes, sanitation requirements and license regulations
 - Maintained effective supply levels by monitoring and reordering food stock and dry goods
 - Reduced inaccuracies by carefully counting cash and keeping meticulous records of transactions.

- **Tata Starbucks Coffee (Mumbai, India)** 10 October 2012 - 9th February 2017
 Barista To Shift Supervisor

 - Prepared and served coffee, espresso drinks, blended coffees and teas
 - Established and adjusted ordering parameters to manage inventory
 - Supported highest standards of conduct and service to support company reputation
 - Supported store manager with recruiting, interviewing and hiring baristas
 - Arranged merchandise and built eye-catching displays to increase sales
 - Hosted coffee and tea tastings to showcase seasonal items and boost sales opportunities
 - Greeted customers at front counter, answering questions and inputting specialty coffee orders into POS system
 - Reconciled daily sales each shift, counting register drawers and resolving discrepancies
 - Trained new employees in operational procedures and modeled duties for front and back house positions
 - Gave samples of popular coffee and tea blends to create sales opportunities
 - Completed thorough opening, closing and shift change functions to maintain operational standards each day
 - Consistently maintained high levels of cleanliness, organization, storage and sanitation of food and beverage products to ensure quality
 - Oversaw inventory and ordered ingredients to restock freezers, fridges and pantry.

- **Reliance Big Cinemas** 1st Jan 2011 - 1st Aug 2012
 Commi 3 / Crew member

 - Rotated food stock, using up older items first and rejecting expired goods
 - Plated food according to restaurant artistic guidelines to promote attractive presentation
 - Handled food deliveries, processing items and accurately placing into inventory
 - Assessed inventory levels and placed orders to replenish goods before supplies depleted
 - Cleaned and sanitized kitchen equipment, utensils and work stations
 - Chopped and diced vegetables and fruits to stock fridge ahead of busy periods
 - Prepared workstations with ingredients and tools to increase efficiency
 - Observed food safety and sanitation protocols to reduce germ spread.

- **McDonald's (Mumbai, India)** 1st January 2009 - 19th May 2010
 Delivery boy To Crew Member

 - Operated vehicle safely in highly congested areas with no traffic violations
 - Delivered packages to customer doorsteps
 - Reported customer questions, issues and complaints to management
 - Cleaned and maintained all areas of restaurant to promote clean image
 - Collaborated with team members to complete orders
 - Prepared products following restaurant, health, and safety standards and procedures
 - Became familiar with products to answer questions and make suggestions
 - Took orders, prepared meals, and collected payments
 - Provided excellent customer service by greeting customers and meeting quality expectations
 - Trained new team members on procedures, customer service, and sales techniques
 - Addressed guest needs, questions, or concerns to create optimum experience onboard.

Education

- **NIOS** 01/04/2006 to 12/10/2007
 Junior High School
 54%

- **Salora Convent school**
Senior High School
70%

01/04/2012 to 14/06/2014

- **Dev Mahavidyalaya**
Bachelor of Arts
65%

01/04/2016 to 22/05/2019

Skills

- Restaurant Operations Management
- Health code compliance
- Problem-Solving Skills
- Fire Safety Regulations
- Inventory Management
- Quality Assurance
- Recruitment and hiring
- Anticipating Problems
- Cash Management
- Documentation and recordkeeping
- Employee Performance Evaluations
- Sales and Sales Reporting
- Performance Improvement
- Verbal Communication
- Interpersonal Communication
- Customer Service
- Team Oriented
- Multitasking
- Profitable Thinker
- Organized

Achievements & Awards

- Diploma in Food Safety on 23rd June 2023 From (Alison).
- RSBA1- Food Safety and Hygiene on 1st July 2023 From (Alison).
- Food Safety and Hygiene in Catering Industry on 5th July 2023 From (Alison).

Personal Details

- Date of Birth : 01/06/1990
- Marital Status : Single
- Nationality : Indian
- Religion : Hindu (Brahmin)
- Passport : P0268744 (issues: 07/06/2016 , Expire: 06/06/2026)
- Skype : Live:5470d6fb2d506629

Reference

- **Ashish Mishra - Tata Starbucks Coffee**
District Manager
+919619912056
- **Vishal Khatakalle - Third Wave Coffee**
Area Manager
+91 70931 91895