

Abhishek Deshmukh



OVERVIEW:

- 2 years of experience in Mall Management & Operations.
- Expertise in Operations, F & B, Hygiene & Grooming Standards .
- Strong Knowledge of end-to-end Restaurant & Kiosk Operations.
- Organized various Events, Activities & Workshops
- 2 years of experience in Restaurant Management and Customer Service.

QUALIFICATION:

- Bachelor's Degree in Hotel Management & Catering Technology - Pune University-2010 to 2015
- Higher Secondary in Bakery (MCVC) – Maharashtra Board – 2010
- Secondary School from National Institute of Open Schooling – 2009

WORK EXPERIENCE

GNJ Group (3 Lines & Terminal Burger) Bahrain (December 2019- Till date)

Currently working as Trainer (Operations) for 3 lines & Terminal Transit Burger.

Job Responsibilities:

- Training staff department wise, e.g. FOH, BHO, Call center.
- Keeping track of assessment & KPI's.
- Helping & planning Operations Manager in Monthly Targets
- Assessing and Over seeing FOH during peak hours of business.
- Handling all Customer complaints and ensuring maximum Customer Satisfaction.

The Pavillion Mall (Lake Shore India PVT.LTD) Pune, India (October 2017 –September 2019)

Worked as an Senior Executive (Operations) Food & Beverage with The Pavillion Mall – Company Name – Lake Shore India , Senapati Bapat Road- Pune

Job Responsibilities:

- Managed 32 Food & Beverage outlets.
- Responsible for daily opening & closing of the Food & Beverage outlets.
- Maintaining hygiene standards of all outlets.
- Maintaining daily sale report & helping in achieving the targets.
- Co-ordinating with other departments for smooth functioning of all Food & Beverage outlets.
- Planning in organizing events like Farmers Market, Food Fest, National Day Fests and Wine & Cheese Fest.
- Conducting Food & Hygiene audits.
- Maintaining daily records of grease trap, pest control, chemical consumption of House Keeping.

- Keeping a track of product availability & ensuring all the products are available.
- Responsible for cross branding of Food & Beverage outlets.
- Conducting meeting with all the Managers/Area heads for targets & annual plans.
- Conducting monthly meeting with retailers for offers, Targets, promotion, event participate.....

**1BHK Super Bar Pune, India
(April 2017 – September 2017)**

Worked as an Assistant Restaurant Manager & Club Affairs Manager with 1BHK – Super Bar, Baner –Pune.

Job Responsibilities:

- Oversee the dining area, supervise food and beverage service staff in accordance with operating policies.
- Staff F& B Training with Grooming and Hygiene Standards.
- Respond efficiently and accurately to customer complaints.
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Flexibility in dealing with changes/problems (e.g., being short staffed).
- Effectively forecast restaurant needs and be environmentally aware.

**Tipico Española Pune, India
(September 2016 – March 2017)**

Worked as a Restaurant Manager at Tipico Española Restaurant, Pune

Job Responsibilities:

- Quick check on Food, Hygiene & cleanliness.
- Coordinate daily start to end Operating Procedures.
- Schedule periodic food and beverage service staff meetings to ensure correct interpretation of Operating Procedures and obtain feedback from staff members.
- Ensure product quality and great service.
- Provide feedback and Training to the Team regularly.

**Tea Culture of the World, Pune, India
(January 2016 – August 2016)**

Worked as Store Executive with Tea Culture of the World, Nature's Basket, Koregoan Park, Pune.

Job Responsibilities:

- Sale of the different varieties of Tea's.
- Indenting, Ordering and Sampling.
- Conducting Training & Workshops – explaining the culture of Tea Brewing and specifications of different tea's.

INTERNSHIPS:

May 2015 – October 2015: Worked as an Intern for 5 months at JW Marriott, Senapati Bapat Road, Pune. Interned with the following departments:

- F& B Service
- Housekeeping
- Front Office
- Culinary

April 2009 – May 2009: Undergone a training of 21 days at Fiesta Bakery, Kondhwa.

SKILLSET:

- Computer Proficiency in MS Word, Excel, PowerPoint
- Languages Known English, Hindi, Marathi, Basic French

STRENGTHS:

- Excellent interpersonal skills and communication skills
- Good business knowledge for achieving successful performance.
- Team working, skills to be able to lead a team and be a part of it.
- Strong planning and organizational skills to run a streamlined operation.
- The ability to work as a leader and confidently to make appropriate decisions.
- Problem-solving ability to resolve issues as they arise
- Friendly and a true professional.

PERSONAL PROFILE :

- Full Name : Abhishek Deshmukh
- Father Name : Ramesh Deshmukh
- Date of Birth : 16 June 1992
- Nationality : Indian
- Marital Status : Single
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