



Name: RENJU M. VARUGHESE
Phone: +973 36880242
Email: renjuvarughese63@gmail.com
CPR: 810521903
Passport No: K0786730

Career objective

To seek a challenging and responsible position in a reputed organization where my skills and capabilities are best utilized and my professional skills are further enriched. I have a strong asset base of putting sincere efforts to any work assigned.

Work Experience

❖ Professional Experience, Roles & Responsibilities:

COSTA COFFEE - Kingdom of Bahrain

Worked at **Costa Coffee, As Assistant Store Manager**, from **2003 till 2020 (16 years)**

- ✓ Weekly analysis report of Store Inventory & Handling propelling
- ✓ Performs opening and closing duties.
- ✓ Delegates duties, as necessary, to shift supervisors and baristas.
- ✓ Stock handling.
- ✓ Performs financial documentation and register readings during shift.
- ✓ Writing a weekly schedule according to labor guidelines and considers any fluctuations in sales due to holidays or local events.
- ✓ Maintaining proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- ✓ Responds to any and all emergencies while on shift by directing or performing steps necessary to ensure medical treatment and/or escape routes are available.
- ✓ Informs the store manager of any operational inconsistencies, employee incidents, accidents, potential safety hazards, or any unusual or pertinent events.
- ✓ Reports employee accidents and potential safety hazards to the store manager; completes appropriate paperwork, and recommends a proper course of action.
- ✓ POS System handling and daily cash handling.
- ✓ Well knowledge in preparing all kinds of hot, cold and blended drinks.
- ✓ Focus in store arrangements and sales
- ✓ Very well handling in the food items & customer service.
- ✓ Assisting the manager in organizing, planning and implementing strategy
- ✓ Coordinating retail store operations
- ✓ Ensuring store schedules and objectives are met by employees
- ✓ Track the progress of weekly, monthly, quarterly and annual objectives

- ✓ Monitor and maintain store inventory
- ✓ Evaluate employee performance and identify hiring and training needs
- ✓ Supervise and motivate staff to perform their best
- ✓ Coach and support new and existing Sales Associates
- ✓ Monitor retail operating costs, budgets and resources
- ✓ Suggest sales training programs and techniques
- ✓ Communicate with clients and evaluate their needs
- ✓ Analyze consumer behavior and adjust product positioning
- ✓ Handle complaints from customers
- ✓ Research emerging products and use information to update the store's merchandise
- ✓ Create reports, analyze and interpret retail data, like revenues, expenses and competition
- ✓ Conduct regular audits to ensure the store is functionable and presentable
- ✓ Make sure all employees adhere to company's policies and guidelines

Education Profile

Examination	Institute/Board/University	Year
Fitter Course	Marthoma ITC Cherukole, Kerala, India	2002
Degree	ST. Thomas Collage, Kerala University, Kerala, India	1999
Secondary School	T.K.M.R Memorial High School, Kerala, India	1997

Languages Known

- English
- Arabic
- Hindi
- Malayalam
- Tamil

Strengths

- Hardworking, sincere and dedicated
- Ability to work under stress and meet deadlines
- Result oriented, self-motivated, resourceful and able to work independently
- Excellent verbal and written communication
- Dynamic decision making ability

- I believe in continue and hard work
- My loyalty and sincerity will be the key for my success
- I am ready to shoulder and responsibilities

Skills

- Good in store based computer activities
- Coffee making
- Pipe Fitter

Computer Proficiency

- MS Word
- Excel
- PowerPoint
- All basic operations with internet knowledge

Other Details

Date of Birth: 31 May 1981

Place of Birth: Kerala

Marital Status: Married

Nationality: Indian

Gender: Male

Declaration

I hereby declare that all information given above is true to the best of my knowledge & belief.

References: Will be provided if requested

(Renju M. Varughese)