



Abhishek Rai

Ranchi Jharkhand India

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Objective

To work in an intellectually stimulating and challenging environment through which I can achieve excellence in my career prospects and give the best out of my learning, knowledge, exposure, perseverance and sheer dedication to the organization.

Experience

- Red Tag(Retail Global Fashion LLC.) Dubai UAE** 29-04-2019 - 30-01-2023
Retail Supervisor
Key Responsibility:
 - Sales Kpi's (ABS,ATV,ASP & CONVERSION)
 - Overseeing salespeople, cashiers and other employess.
 - Keeping records of expenditure, sales figures, and employee performance.
 - Evaluating the supply and availability of stocks and stock margins.
 - Addressing customer's requests, comments and complaints.
 - Motivating employees to achieve the targets.
 - Investigating market trends and offering products that would appeal buyers.
 - Implementing measures to avoid stock damages,theft and wastages.
 - Training new staff members and scheduling.
 - Receive payment by cash, credit cards, vouchers or automatic debits.
 - Issue receipts, refunds, credits or change due to customers.
 - Prepare the daily cash counting to ensure that the money in cash drawers is correct and have enough change.
 - Preparing Daily sales report(DSR).
 - Secure the money from fake denominations.
 - Compile and maintain non-monetary reports and records.
 - Process merchandise returns and exchanges.
 - Calculate total payments received and reconcile this with total sales.
 - Driving Redtag loyalty program(CRM).
 - Handling and maintaining all registers related to cash and sales.
 - Checking and keeping audit points updated.
- Massive Restaurants Pvt. Ltd.(Farzi Café Jaipur) in Radisson Hotel City Centre Jaipur India** 01-10-2017 - 03-01-2019
Restaurant Supervisor
Key Responsibility:
 - Oversee all front and Back of the house Restaurants Operation.
 - Ensure Customer Satisfaction through promoting Excellent service.
 - Respond to customer complain tactfully and professionally.
 - Maintain Quality control Food served.
 - Analyze staff evaluations and feed back to improve the customer Experience.
 - Oversee Health code compliance and sanitation standards.
 - Look for ways to cut waste and decrease operational costs.
 - Generate weekly, monthly and annual reports.
 - Train new employees and provide ongoing training for all staff.
 - Attend quarterly P&L meetings.
- Prime Solutions Jaipur Rajasthan India** 22-04-2017 - 30-08-2017
Banking Sales Executive and Telecaller
Key Responsibilities:-
 - Increase credit card customers.
 - Engage and educate customers on product usage.
 - Convey brand information to customers and respond to questions/inquiries that arise.
 - Responsible for daily/monthly sales targetsInvestigate and address competitors' activities.
 - Prioritize and schedule proactive calls to organization's accounts.
 - Update and manage contact database with accurate profiles, notes, and relevant information.
 - Undertake training on the firm's markets and products, and improve on selling skills.
 - Match sales opportunities that cover other products involving various sales representatives.

- **Samode Group Of Hotels Jaipur India**

Sr. Steward in F&B Service

Key Responsibility:

- Serving food and beverages.
- Present the menu options and make recommendations based on chef's daily briefing.
- Handle the restaurant appearance and cleanliness.
- Get feedback from customers and inform the line manager of latest suggestions.
- Providing them with feedback forms.
- May be assigned to perform duties of room service or banquet when needed.
- Leading the department in absence of F&B supervisor.

15-11-2014 - 13-11-2015

- **Brewberrys the Coffee Lounge Jaipur India**

Order Taker cum Cashier

Key Responsibility:

- Welcoming the customers and greeting them.
- Serving snacks and beverages to the customers on their seats.
- Taking care of their complaints and queries.
- Worked as cashier.

10-05-2014 - 30-10-2014

- **The Lalit Group of Hotels New Delhi India**

Guest Service Associate (F&B Service)

Key Responsibility:

- Serving food and beverages.
- Perform duties assigned by the F&B Superior.
- Suggest food and beverages and be well versed with the menu.
- Sets up tables in accordance with restaurant policy.
- Cleans and removes dishes from the table after service is completed.
- Maintains excellent grooming standard at all times.
- May be assigned to perform duties of room service or banquet when needed.

1-10-2010 - 10-09-2013

- **The Mahal Bar & Restaurant Goa India**

Barman cum Cashier

Key Responsibility:

- Have knowledge of varieties of cocktails
- Handling the bar
- Preparing Cocktails
- Preparing stock inventory report on weekly basis.
- Worked as cashier.

Education

- **Punjab Technical university**

B.Sc-Hotel Management, Catering Technology & Tourism

First Division

2014

Skills

- Team Player, Team Leader, Team Management, Team Motivation, Versatile, Reliable, Positive Attitude, Passionate For Work, Target achiever.
- Cash Supervisor, Sales Supervisor, Cashier, Sales Professional, Customer Handling, Customer Relationship Management (CRM), Customer Engagement Management (CEM), Department Head, Store incharge.

Certification And Training

- Completed Industrial Training from Fairmont Hotels Jaipur India.
- Diploma in computer

Personal Details

- Date of Birth : 15-08-1992
- Marital Status : Single
- Nationality : Indian
- Gender : Male
- Place : Ranchi

• Visa Status :