

ABHISHEK RAI



Contact

@ abhirai2414@gmail.com

+919155179816

Ranchi Jharkhand

Personal Details

Date of Birth : 15-08-1992

Marital Status : Single

Nationality : Indian

Gender : Male

Place : Ranchi

Visa Status :

Skills

Team Player, Team Leader, Team Management, Team Motivation, Versatile, Reliable, Positive Attitude, Passionate For Work, Target achiever.

Cash and Sales supervisor, Retail Supervisor, Department Head, Sales Professional, Cashier, Customer Handling, Customer Relationship Management (CRM), Customer Engagement Management (CEM), customer service, Management, Operations, store head

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

Cash supervisor

Key Responsibility:

- Responsible for handling team of 35-40 people.
- Playing role in process of recruitment and hiring of new people.
- Leading Sales and Cashier's team.
- Sales Kpi's (ABS,ATV,ASP & CONVERSION)
- Overseeing sales people, cashiers and other employees.
- 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 -

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 meeting.

Prime Solutions Jaipur Rajasthan India -

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 targets
- Investigate 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.

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.

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.

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

CERTIFICATION AND TRAINING

Completed Industrial Training from Fairmont Hotels Jaipur India.

Diploma in computer