

MANOJ KUMAR VENKATESAN

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Professional Summary

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Skills

- Team building
- Conflict Resolution
- Cultural Awareness
- Team Management
- Multitasking
- Decision-Making
- Troubleshooting
- Relationship Building

Work History

Duty Manager

03/2023 to Current

Travel foods service PVT(LTD) CHENNAI AIRPORT

- Handling entire operation of the MNC (Kfc, pizza hut, subway & French loaf) reporting to operation manager
- Scheduling duty roster to the MNC managers
- Preparing action plan for PCA and finding solutions to overcome the issues
- Budgeting and Forecasting for the upcoming 1 month
- Analyzing and Discussing about the P&L with operation manager & GM
- Doing surprise NSF audit
- Following up with RGMS with their assigned task
- Will closely monitor GES on where to improve according to customer feedback
- Sales budgeting and forecasting along with the guidance of GM & operation manager.

ARGM

08/2022 to 01/2023

KENTUCKY FRIED CHICKEN MANAGEMENT (UK) – Rustington, UK

- Handling entire operation of the Restaurant and reporting to Area Coach
- Scheduling duty roster as per the budget given by Area coach
- Preparing action plan for PCA and finding solutions to overcome the issues
- Budgeting and Forecasting for the upcoming 3 weeks in advance
- Analyzing the sales and finding solutions to improves sales
- Analyzing and Discussing about the P&L with AC to improve sales
- Self audit ROCC and cross checking on Assistants shifts
- Cross training and development of the Team members for their growth

- Working on with Balance Score Card where to Improve for the store growth
- Following up with Assistants with their assigned task
- Will closely monitor GES on where to improve according to customer feedback
- Readiness of the store for internal and external audit from NSF and UK govt food safety
- Sales budgeting and forecasting along with the guidance of Area Coach.

Department Manager

08/2021 to 08/2022

H&M HENNES AND MAURITZ RETAIL PVT LTD (INDIA)

- Handling Kids and Men's Department
- Responsible for sales and profit for the assigned Department
- Handling team to ensure customers are assisted with the H&M values
- Regularly analyse and follow up sales & profit KPI's for the assigned department
- Planning hours together with the store management team according to the sales trend and budget
- Plan and prioritise action together with the team that have clear impact on sales
- Ensure the department continuously meet H&M standards
- Plan and organise the Commerciality together with Visual Merchandiser to ensure everything in its right place
- Ensure to minimise the pilferage with the team
- Discuss P&L with the store manager and analyse to improve sales
- Manage the recruitment, training, development and succession planning for the team CAT audits
- Constantly giving feedback to the Sales Advisors to develop themselves
- Responsible for team development.

RESTAURANT INCHARGE

03/2015 to 05/2021

KENTUCKY FRIED CHICKEN MANAGEMENT (SINGAPORE)

- Handling entire operation of the Restaurant and reporting to Area Coach
- Cross checking schedule over LMS to avoid over lapping hours
- Preparing action plan for PCA and finding solutions to overcome the issues
- Cross checking stock ordering done by assistants if need to reduce or add will be done according to the projection and sales trend
- Analysing the sales and finding solutions to improves sales
- Analysing and Discussing about the P&L with AC to improve sales
- Will do surprise audit on Assistant shifts to ensure the store is ready for ROCC
- Cross training and development of the Team members for their growth
- Working on with Balance Score Card where to Improve for the store growth
- Following up with Assistants with their assigned task
- Will closely monitor GES on where to improve according to customer feedback
- Financial audit will be done by monthly basics to overlook on the place of improvement
- Readiness of the store for internal and external audit
- Sales budgeting along with the guidance of Area Coach.

YUM RESTAURANT INDIA PVT LTD (KFC INDIA)

- Independently handling the overall functional management
- Design and implement various strategies, viz POS, Display, Customer Interaction, promotional schemes/ marketing campaigns to improve profits
- Supervising all the opening/ closing operations of the restaurant while handling a team including Co- Managers
- Ensuring safety, sanitation, energy management, preventive maintenance and other standards
- Working towards highest levels of customer satisfaction as indicated through feedbacks
- Managing the team for better performance and efficiency while providing regular training sessions to the new incumbents; allocated work to the team members
- Responsible for daily operations, supervising all of the staff, maintaining cleanliness
- Handling cash and prepare sales & stock reports as a part of daily closings while managing the expenses of the outlet while maintaining the daily and monthly accounts folders.

Steward and Relieved as a Captain

08/2008 to 04/2013

SHEVAROYS RESORT

- Works with Sr.Capitan and listening to his orders and have a good communication with kitchen staffs to ensure smooth operation, Gaining menu Knowledge and basic about the service.

Education

Diploma: Hotel Management**Shevaroy's College of Hotel Management & Catering Technology** - Salem, India