



# SAGAR BHARDWAJ

## WORK EXPERIENCE

### Store Manager

**Air plaza Retail Holdings PVT LTD, New Delhi, India**

2018 October Till 2023 November

recruiting, training, supervising and appraising staff.

managing budgets.

maintaining statistical and financial records.

dealing with customer queries and complaints.

overseeing pricing and stock control.

maximising profitability and setting/meeting sales targets, including motivating staff to do so.

ensuring compliance with health and safety legislation.

preparing promotional materials and displays.

### First Assistant Manager

**Mc Donalds, New Delhi, India**

2013–2018

- **Take action first:** Lead important internal functions including Employee Training, Food Safety, and Inventory Management.
- **Be results oriented:** Effectively delegate tasks to team members and report back results.
- **Lead the experience:** Directly support the General Manager to achieve restaurant performance and quality standards in three areas: Kitchen- supervise food quality, safety, cost, and new menu items People- hire, train, and schedule restaurant staff to meet sales and profit goals Service- deliver a memorable guest experience by ensuring all staff is trained and organizing key service areas within the restaurant to provide the best service.
- **Understand that teamwork is key:** Partner with restaurant team to ensure safe and efficient operations of the restaurant.

## EDUCATION

### SYMBIOSIS

2013-2015

PGDBA in human resource

### IGNOU

2010-2013

B.Sc in hospitality and hotel administration

## KEY SKILLS AND CHARACTERISTICS

- Budget Management
- Excellent listener
- Friendly, courteous, and service oriented
- Poised under pressure.
- Staff Training & Coaching
- Recruiting and Hiring Talent
- Quality Assurance

## PROFILE

- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability.
- Meet sales goals by training, motivating, mentoring, and providing feedback to sales staff.
- Ensure high levels of customers satisfaction through excellent service.
- Complete store administration and ensure compliance with policies and procedures.
- Maintain outstanding store condition and visual merchandising standards.

## CONTACT

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## ACTIVITIES AND INTERESTS

Playing Cricket

Traveling

Exploring different cuisine

Food pantry volunteer

Exploring different adventure activities