

KUNDAN SINGH SHEKHAWAT

SUMMARY

High-Impact Operations Professional with 16+ Years of Experience.

A highly organized and hard-working individual Scaling new heights of Success and leaving a mark of excellence in Customer satisfaction.

Contact

Phone- 9772777493

Email- Shekhawatkk@gmail.com

<https://www.linkedin.com/in/kundan11>

CAREER ACCOLADES

- Won area Coffee championship for North Region in Costa Coffee.
- Awarded by Silver Beans Coffee Master at Costa Coffee.
- Given 20% SSSG growth as Café in charge at Crystal Palm Mall Jaipur.
- Has been awarded by AREA CHAMPION in AREA MANAGER Coffee competition skills.
- Has been awarded by BEST AREA Manager in financial Year 2016-17.
- Have been nominated as a COACH for Lounge Operations at Mumbai.
- Top performer for Rajasthan in KPI & KRA TOPLINE & BOTTOM LINE.
- Got appreciation by CCD Chairman on his visit at Jaipur city.
- Got appreciation & Amount award from MD Mr.Venu Madhav on his visit at Amber Fort Café.
- Rajasthan Centers came in positive after so much time got positive feedback from COO.
- Achieved highest VAS sale across north at Rajasthan Centers.
- We have cleared 90% old claims amount file which were pending from last two years at centers.
- Achieve single day highest sale at Jaipur Tonk Road center.
- We have cut the attrition from 9% to 1% at Jaipur Center.
- Best kitchen award pan India in August Month in Hygiene practices.
- Was in top 10 Kitchen Managers in terms of KPI score Pan India.
- Our kitchen has been appreciated by Mr.Ankit Nagori (Owner of Cure Foods).
- NABH Audit successfully compliance with zero NC at department.
- First runner up in Internal Cricket tournament.
- Got appreciation from International Japanese squad multiple times for food.

CERTIFICATIONS

- Certification of Health and Safety Management system from **NEBOSH**.
- Certification of BMW management from (QCI) **QUALITY COUNCIL OF INDIA**.

EXPEERTIZE

BUDGETING & COST OPTIMIZATION
OPERATIONS EXCELLENCE
STRATEGIC PLANNING

CUSTOMER SERVICE EXCELLENCE
MUTIPLE UNITS MANAGEMENT
FACILITIES MANAGEMENT

TEAM PLAYER
COMPLIANCE ADHERENCE(ISO/NABH)
PROFIT & LOSS

HOD- Food & Beverage Facilities | SAKRA WORLD HOSPITAL, JAPANESE FDI HOSPITAL |
Bangalore | September 2021 – Present

Ensure that correct disciplinary procedures are adhered to especially with regards handling Patient meals services, visitor's cafeteria, PHC wellness, Staff cafeteria as well as doctor's lounge, hostel facilities food production, handling administrative roles relating to process improvement, L&D for department, food preparation, people management, asset management, maintaining operational standards, plan menu with assistance of CN department.

Ensure safety standards & correct procedures are followed along with danger zone temperature analysis training, SOP adherence, enhancing Customer complaints handling skills of team by role plays, RCA/CAPA, conducting safety, HACCP, risk management, Infection control & BLS training for awareness & smooth operations, IFC audit compliance.

NABH compliance adherence at department, ensure the required legal documents are available according to NABH accreditation at department, Vendor Management, Internal audits, surprise audits, acquiring feedback from Visitors, Guests and co-workers for continuous improvement, manage and reviews service contracts, facility modifications.

**Food & Beverage Manager & Facilities | NIMS HOSPITAL & UNIVERSITY |
Delhi Highway| August 2020 – August 2021**

Operations of Mess, hostel, restaurants and patient meal kitchen, hostel facilities, handling administrative roles relating to food preparation, staff accommodation, asset management, maintaining operational standards, planning of menu as per season & according VIP events.

Proactive in the achievement of the facility goals and objectives, demonstrates quality leadership in meeting performance plans read, develops, and administers Centre of Excellence “COE” process, responsible for ensuring the cleanliness of the lobby, guest rooms, and any other public area, hire, train, and supervise other housekeeping staff, assign them with tasks, and conduct performance reviews and evaluations.

Responsible for department’s financial data and statistics, monitoring of unit expenditures at department, develops and recommends department operating budget and ensure the department operates within budget.

Coordinates housekeeping activities with other departments, actively communicates with administration and other hospital departments to ensure service standards are met Plans, organizes, directs, coordinates, and supervises functions and activities of the department.

Oversees building, hostels and grounds maintenance, Operates and maintains custodial functions, manages and reviews service contracts, conducts and documents regular facilities inspections, ensures security and emergency preparedness procedures are implemented properly, facility is clean and maintained according to company policy and procedures.

**Cloud Kitchen Operations Manager | CURE FOODS PVT LTD |
Rajasthan| June 2019 – July 2020**

Managing & ensuring efficient functioning of the administrative functions, responsible for delivering on time with quality service and administrative support to all employees, handling 4 Units Operations at Rajasthan, Top line & Bottom line, Cost controlling ideas, Quality check of product & cleaning of dispatching vehicles from kitchen, ensure no short supply of Procurement, packaging, dispatching, delivery, managing all MST, KST operations.

Process execution & ensure the excellence, ensuring 90+ score in weekly CAS Audit at Kitchen, ensuring safety training for each employee, Monthly & weekly RNR for best employees.

Handling customer queries & getting resolve along RCA/CAPA for same to avoid such instances in future, training for new arrival or addition in process, daily huddle for kitchen, delivery crew & OPS teams with YTD ratings & analysis based on weekly & monthly data, ensure 100 % FLS training of each employee at each unit along with BLS training.

Accountable for weekly Store audit at cluster kitchen as well as DK too, decrease the overheads cost & ensure optimum use of company assets, maximize the revenue by controlling the cost, ensure zero deviation of compliance’s, closing weekly Internal & External audit reports. Inventory Planning & control Management, ensure GRN adherence should be 100%, make plan for perishable items to decrease the wastage.

Manages and reviews service contracts, conducts and documents regular facilities inspections, Vendors and contractors, recommends maintenance, mechanical, electrical, and facility design modifications.

Communicates workplace safety precautions to employees, training, MSDS, chemical use, forecasts, allocates, and supervises the financial and physical resources of the facility management, ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations along with quality and SOP has been adhered at all units.

**Cluster Head | ASAHI INDIA GLASSES LIMITED |
Gurgaon, Rajasthan, Gujarat | October 2018 – May 2019**

Responsible for the complete day to day sales, budgeting & planning, Operations & management of the Center of Rajasthan, coordinating with different departments, like Purchase, SCM, Marketing, Audits, Human Resource, and maintenance to complete the task at all COCO & FOFO centers, Responsible for the complete business of the multiple center, which include sales, costs, staffing, marketing plans, cash, training & development at FOFO centers.

Responsible for increasing the customer base by sourcing new clients through database reference from existing guests and also visiting Corporate, Professionals and individual businessmen, taking care of financial discipline of the centers, ensure timely payment from Insurance company as well as work has been completed at all centers within TAT, file submission has been done on time from each COCO and FOFO centers for smooth payment.

Achieving monthly as well as quarterly targets set by the management, doing surprise audit at FOFO stores for mall practices if any and ensuring best service to the customers according to agreement clause, overdue has to be clear if any from insurance company as well as from Franchise Also ensure 15 Days inventory should be available at each center not more than that to maintain the P&L cost, ensure timely payment from all Franchise for Monthly Stock.

Ensuring the smooth and efficient functioning of the center and maintaining the standard of excellence in service with minimum stock of the inventory level at each center.

Area Operations Manager | CAFÉ COFFEE DAY GLOBAL |
Tri City, Delhi, Rajasthan, Mumbai | November 2009 – September 2018

Implementing optimum strategies to ensure top line and bottom line with key emphasis to develop business through new accounts & strengthening service to existing clients.

Ensuring operational efficiency in various areas, customer service, product quality, store hygiene at all outlets. Training and strategy planning with managers, in charge on how to control wastage at cafes to maximize the revenue & minimize the wastage value, ensure weekly audit done at each cafe, ensure minimum wastage in both external and internal Audit, ISO compliance & documentation at cafes.

P&L & budgeting as well planning of meeting LL, mall management to maintain the relation as well as needed rent negotiation along data to keep balance in P&L, mystery check at cafes to control Shrinkage as well as surprise audit to avoid mall practices at cafes, Introduce Cafes internal competition to Control the controllable cost at each café by keeping surprise gift for highest saver as well as Work on team growth & show growth path to capable candidates which help to reduce attrition.

Explore new ideas to Generate Business from outside like ODC, bulk orders, Events which help in SSSG growth of each café, monthly meeting with all Managers for discussing Area of improvement along with Recognition of Star performer of last month, make people connected by arranging small contest or dinner for team to motivate on work place.

Senior Associate | DEVYANI INTERNATIONAL LIMITED, COSTA COFFEE |
Jaipur, Gurgaon | April 2007 – October 2009

Ensure guest are greeted well, MOM are followed at café, satisfaction of Guest in terms of services and making connect to increase repeat guest at café which help to keep sale constant, customer service at cafes along with daily sales target achievement along with positive feedbacks.

New ideas implementation to increase sales along with food sale to work on profitability, FIFO adherence to control wastage at café level with minimum daily wastage, enhancing guest experience by giving exclusive services as per their expectation as well personalize services provided to guest on their demand by making new drinks at cafes.

IT SKILLS:- MICROSOFT OFFICE, EXCEL, HIS, META BASE, JIRA, POWER POINT.

EDUCATION:- B.S.C in Mathematics from Rajasthan University.
MBA from Jaipur National University in Hospitality Management.