**ANUP RAMESH GHATE**

**Navi Mumbai, India**

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**CAREER PATH**

**VV Cruise Services LTDA.S.R.L**

**Utility Storekeeper 27-01-2020 to 02-06-2020**

* Assists with maintaining organized and clean storerooms that are properly labeled, and product is protected and safeguarded.
* Assists with preparing storerooms for new inventory to be received. Stock stores according to USPH and safety standards.
* Responsible for rotating product in stores in accordance to first-in-first-out (FIFO) and expiration dates.
* Assists with preparing external orders of food, chinaware, glassware, hollowware, flatware, and table linen for the Provision Master.
* Assists in maintaining all related inventory within budgeted levels and reports any variances to the Provision Master.
* Assists with receiving food orders and storing product according to USPH and SEMS regulations.
* Advises Storekeeper of any variances from received orders compared to order.
* Assists with filing internal requisitions, and issuing the product requested and approved, according to Company policy.
* Assists with controlling waste and spoilage of product. Completed room temperature logs on SEMS, USPH, and FDA approved forms.
* Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
* Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

**Godrej Nature’s Basket Private Limited 26-02- 2018 to 30-10-2018**

**Department Manager**

* Setting and ensuring the achievement of sales target for the department.
* Stock management along with independent decision making on stock rejection.
* Department sales forecasting
* Conduct and manage promotional events
* Vendor management.
* Ensuring customer satisfaction and complaint handling.
* Merchandising
* Achieve audit scores for the cluster
* Achieve D&E target for the cluster
* Department equipment management
* Assistance in internal audits and ensuring SOP adherence in the department/store.
* Support Business Manager as shift manager
* Preparing duty roster
* Cascading information from organization to floor level associates; and grievances to the ABM.

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**Quess corp limited 20-05-2015 to 22-10-2017**

**Station Supervisor**

* Working with the Center manager to ensure smooth function of the Amazon transportation operations in Mumbai.
* Executing the delivery process from delivery station to customer address
* Ensure enough bandwidth in delivery team to ensure peak time delivery management
* Continuously improve the delivery process and attain a sustained level of delivery performance improvement

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**Jubilant Food Works 22-03-2014 to 01-01-2015**

**Senior Guest Delight Manager**

* Managing Daily, Weekly, & Monthly Inventory
* Making Roster on Daily Deployment Shift for Team Members & Management Team Audits ,
* Managing Labour - Review the labour management process
* Managing Food & Paper Cost To Avoids Wastages
* Maximizing Restaurant profits Creating Safe and Positive environment
* Grooming team members
* Managing Food & Paper Cost - To Avoid Wastage
* Customer Feedback & new product feedback to seniors

**Ardor hospitality 06-05-2011 to 02-10-2013**

**F& B Executive**

* Reporting to the Outlet Manager, responsibilities and essential job functions include but are not limited to the following:
* To consistently offer a professional, friendly greeting and engaging service
* To greet and escort guests to tables and assist them in seating, ensuring the highest standards, whilst striving to exceed the guests expectations
* To assist in monitoring the guests needs, check and coordinate special requests such as special menu requirements, cake or flower orders, tables requests and promotional offers.
* To allocate and check the table arrangement both prior and during service, ensuring special requests are met wherever possible
* Have sound knowledge of food & beverage served so as to put customer completely at ease in a professional manner.
* Ensure compliance with established standards of service to maximize customer satisfaction
* Check on guests satisfaction, attend guests needs & complaints with proper follow up.
* Learn and execute all administrative tasks of the outlet, including managing reservations with Resdiary application.
* Work towards maximizing beverage revenue by up-selling and offering professional, engaging and friendly service.

**The Park Hotels 01-10-2009 to 27-03-2011**

**Captain**

* Responsible to promote and ensure guest satisfaction
* Maintain a safe and sanitary work environment and ensure only the highest quality products are being served.
* Establishes rapport with guests to build guest loyalty and gather constructive feedback to ensure satisfaction of every individual guest.
* Also to handle daily team member relations, and encourage problem solving by team members through proper training and empowerment

**Sahara star 06.10.2008 to 21.11.2009**

**Waiter**

* Service food or beverage as per the guest order
* Adhere to grooming and appearance standards consistently.
* Help other areas of the restaurant such as answering telephones and completing financial transactions.
* Greets guests and presents them with the menu >Suggest food and beverages to the guest and also try to up sell
* Take food and beverage orders from the guest
* Obtaining bills, issuing receipts, accepting payments, returning the change.
* Performing basic cleaning tasks as needed or directed by supervisor.
* Communicate to the guest and provide assistance with their queries

**CORE COMPETENCIES**

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| --- | --- | --- |
| * Guest Relationship Management * Facilities Management * Vendor Management * People Management * Inventory Management * Analysing statistical Data | * Merchandising Standards * Excellent Customer Service * Food Safety & Hygiene * Visionary Leadership Skills * Training & Development * Visual Communication | * Manpower Scheduling & Controlling * Audits * Operations Improvement * Strategic Planning * Policies & Procedures * Cash Management |

**TECHNICAL SKILLS**

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| --- | --- |
| * MS Office Applications |  |
| * SAP * POS * Retail Software |  |

**EDUCATION& CERTIFICATION**

* Three years diploma (AHLA) in Hotel management from Rizvi College,Mumbai.(2005-2008)
* HSC(COMMERCE)from S.I.E.S College,Navi Mumbai
* SSC(MUMBAI UNIERSITY)from St Joseph High School,Navi Mumbai

**References are available upon request**