

JAI SHANKAR

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~ Operations Management ~ Hospitality Management ~ Business Development

PROFILE

- Qualified professional with over **11** years of comprehensive experience in Restaurant Management and Business Development, Marketing, Material Management, Resource Management, Maintenance and Hospitality Operations.
- Presently associated with Lars Medicare Pvt. Ltd. as HR Manager. Managing overall operations, F & B, purchase, revenue management and resource planning & development.
- Stellar in daily revenue management, guest contentment, retention & acquisition and well recognized for going an extra mile at all times.
- Possess demonstrative capability of transforming business; use personal credibility to influence outcomes; create new concepts in relation to people that results in improved performance and make things happen, against the odds in a collaborative way.
- The stints across diverse business environments have honed abilities in identifying potential improvement opportunities, deconstructing complex situations and further conceiving and implementing streamlined solutions that have led to increased revenues, profitability and overall success.
- Possess leadership experience of managing team, resulting in better performance and enhanced systems for higher performance of the team. Possess excellent communication, analytical, coordination & interpersonal, problem solving skills, along-with ability to understand client's needs.

SKILLS

Business Operations
Planning & Execution
Hospitality Operations
Compliance Adherence

Pricing & Quality Management

Vendor Management
Service Delivery
Restaurant Management
Customer Service Management
Cross Functional Assistance

Revenue Management
Resource Management
Guest Service Management
Training & Development
Team Management

ORGANISATIONAL SCAN

Since Feb'19 with Lars Medicare Pvt. Ltd. as HR Manager

- Taking care of tender business and entire North India territory
- Administering business development, sales & marketing, recruitment, F&B Services, conducting trainings, assigning of duties with SOPs and productive work environment.
- Managing HR operations including recruitment, payroll management, leave calculations etc.
- Implementing business objectives into functional requirements and solutions.
- Reconciling accounts and monitoring guest's collections, balances and direct bill receivables.
- Sharing policies and procedures with the entire staff and conducting regular meetings to communicate information policy reviews, local property activities and targeted goals.

Since Mar'08 - Jan'19 with Jubilant Food Works Limited as Restaurant Manager

- Played a vital role in handling the set role as given by the management and administered duties of all department employees, facilities, operation & costs.
- Administered two restaurants in the district along with team of 60+ staffs.
- Responsible for allocating task as per their skills and ability, monitoring entire operations, resolving the related issues and
- Prepared reports and forwarding to the management. Handling customer grievances.
- Adhered to the standard operating procedure and maintained the departmental mandatory records on a daily basis.
- Administered:

- ✓ Maintaining a positive attitude at all times, supporting the policies of Senior Management of the cross functional departments
- ✓ Providing superior guest service by positively interacting with guests and acting upon opportunities to assist
- ✓ Reporting any material discrepancies beyond the scope of the department to the related person or department
- ✓ Providing the highest quality of service to the customer at all times
- Supervised the operational supplies for best utilization and minimum wastage.
- Maintained back of house areas to the highest cleanliness standards and as per the cleaning schedules.
- Steered the cleaning & documentation of water temperature and chemical levels as well as ensured optimum utilization of chemicals & washing accessories.
- Worked in close coordination with:
 - ✓ Purchase Manager in establishing minimum & maximum operating par stocks, supplies and for approving storeroom requisition.
 - ✓ Food & Beverage Manager and Outlet Managers to verify the daily requirements and for the next day.
 - ✓ Chef, Banquets & Catering Manager to anticipate guest needs.

ACADEMIA

Pursuing MBA in Marketing

Narsee Monjee Institute of Management Studies (NMIMS)

Bachelor in Art

Delhi University, Delhi in 2014

PROFESSIONAL COURSE

- Diploma in Computer Application
- Certification in Electrical Engineering from Guru Nanak Dev Polytechnic, Rohini, Delhi
- Certification in Engineering Drawing from Guru Nanak Dev Polytechnic, Rohini, Delhi

PERSONAL INFORMATION

Date of Birth: May 10th, 1985

Languages Known: English and Hindi

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