

Accomplished Store Manager skilled at building atmosphere of collaboration and performance excellence to provide every customer with exceptional experiences and promote brand loyalty. Effectively oversee and align processes with dynamic conditions while increasing efficiency and maximizing profits. Motivational leader skilled at building relationships with customers, employees and senior management.

Work History

2021-02 -
Current

Asst Store Manager

Reliance Retail, Mumbai

- Processed payments for credit and debit cards and returned proper change for cash transactions.
- Walked through store areas to identify and proactively resolve issues negatively impacting operations.
- Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Rotated merchandise and displays to feature new products and promotions.
- Maintained positive customer relationships by responding quickly to customer service inquiries.

2018-08 -
2020-09

Asst Cafe Manager

Cafe Coffee Day, Mumbai

- Managed display products effectively to achieve consistent sales with minimal waste.
- Handled business administration functions such as payroll, cash register counting, and supply ordering.
- Filled in for absent employees in any position in



Gaurav Dixit

Retail Management

Contact

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(Valid Till Mar'32)*

Skills

Cost Control



Staff supervision



Staff Management



Sales and marketing



cafe, keeping operations efficient even when short-handed.

- Secured daily cash by verifying totals and making nightly deposits.
- Grew cafe sales by effectively marketing business and improving customer relations strategies.
- Developed and implemented strategies to promote cafe products and increase sales.

2016-06 -
2018-07

Shift Manager

Pizza Hut, Mumbai

- Trained and mentored new employees to maximize team performance.
- Adhered to company standards and compliance requirements for operations and cleanliness of areas.
- Tracked receipts, employee hours, and inventory movements.
- Exercised composure under pressure and in escalated customer service scenarios.
- Consistently exhibited calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set positive example for shift team.
- Worked closely with team members to schedule breaks and shifts to meet state regulations.
- Supervised employees and oversaw quality compliance with company standards for food and services.

Education

2010-07 -
2013-05

Bachelor of Science: Hospitality

Anjuman I Islams - Mumbai

POS systems operations

Advanced