

**Mr. PRASHANT L. TALE**

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### Synopsis

- Currently I Am working as **MANAGER OPERATIONS, HOTEL UDYAM GLORY Nagpur.**
- 3 Years Hotel Management course from **TIHM, Nagpur.**
- Total work experience of 12 Years 10 Months in Food & Beverage Operations & Retails.

### Professional Details

- **Currently working as MANAGER OPERATIONS, HOTEL UDYAM GLORY Nagpur.**
- Manage and control the whole operation for best customer experience without any hassle
- Hire ground level staff and train them to manage the overall operations.
- Supervising team of staff including cleaning, maintenance e, motivate team members and resolve any issues that occur on the job.
- Respond to client complaints and special requests conducting pre-Move inspections of all areas.
- Experience in managing inventory management, reporting, updating records, etc.
- Monitor and manage the operational reports and work with the business units and supplier to resolve invoice and payment disputes or expedite payments.
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- Handle menu pricing, prepare & send out proposals and contract and assist with the menu selection with great attention to details.
- Effectively communicated and work closely with all team member for smooth operation.
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- **STORE MANAGER, RELIANCE RETAILS PVT. LTD. Nagpur.**

(Since May. '2021 to 2024.)

**Designation: STORE MANAGER.**

**Job Responsibilities:**

- I am responsible for the smooth functioning of all services that define customer experience in the store. Store Manager will also be responsible to build and train the ground operations team who will be the face of Reliance.  
Own the P&L for Store in the Cluster and drive overall profitability by keeping a strong control over costs. To keep store up to date for great customer experience.
- Hire ground level staff and train them to manage the overall operations.
- Oversee delivery of various services including billing, buying experience and security to drive maximum customer experience.
- Achieve all Daily/Monthly and Yearly targets given by company.
- Define the day-to-day responsibilities of the team, set up reporting structure and monitor metrics on a regular basis.

- Implement new tools created by the Technology team and drive usage.

**PVR CINEMAS PRIVATE LIMITED, NAGPUR (Since FEB 2019. to APRIL'21)**

**Designation: DUTY MANAGER**

**Job Responsibilities:**

- Manage and control the whole operation for best customer experience without any hassle.
- Supervising team of staff including cleaning, maintenance e, motivate team members and resolve any issues that occur on the job.
- Respond to client complaints and special requests conducting pre-Move in inspections of all areas.
- Support, coordinate, and monitor vendor activities, ensuring work activities meet scope of work and follow established procedures.
- Review and approve all operational invoices and ensure they are submitted for Payment.
- Experience in managing inventory management, reporting, updating records, etc.
- Monitor and manage the operational reports and work with the business units and supplier to resolve invoice and payment disputes or expedite payments.
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment and services.
- Ensuring full compliance to company operating controls, SOP's, policies, procedures and service standards.
- Coordination with HOD's for the execution of all activities and functions.
- Experience in managing inventory management, reporting, updating records, etc.
- Report to Unit Head.

**PIZZA HUT, SAPPHIRE HOSPITALITY & RECREATION PVT.LTD.(Since DEC .2016 to Jan.2019)**

**Designation: ASSET RESTAURENT MANAGER**

- **Job Responsibilities:**

- Manage daily operations.
- Manage day to day operation of Restaurant facility this include booking and confirming a events in Restaurant for corporate and social events.
- Handle menu pricing, prepare & send out proposals and contract and assist with the menu selection with great attention to details.
- Effectively communicated and work closely with all team member for smooth operation.
- Guided guests through all the steps from entering in the restaurant to enjoy whole meal experience.
- Focused attention on all event details to achieve each guest's desire results.
- Promptly respond to all inquiries.
- Respond and act upon any special requirement which function head had requested.
- Generate all the necessary reports at the end of the day and shared with all authorities.

**MAHARASHTRA SADAN, NEW DELHI (Since SEPT. 2012 to NOV.15) Designation: ASST. MULTI TASK EXECUTIVE\_**

**Job Responsibilities:**

- ⑩ Supervise an individual fine dine outlet (98 covers).
- ⑩ Keep all the 132 rooms up to date including CM room & Governor room.
- ⑩ maximize the restaurant sales performance and drive profits.
- ⑩ Allotment of rooms to all MLA's MP's IPS/IAS officers.
- ⑩ Assuring the timely & accurate indent is placed for the restaurant.
- ⑩ Wastage measure control.
- ⑩ Timely forecast of the stock in order to insure of the smooth operation of the restaurant.
- ⑩ Grievance handling & solving the issue.
- ⑩ ensuring the all documentation related to the restaurant is done on time (sales reports/ registers)
- ⑩ Ensure all the customer complaints are resolved

**HOTEL TULI IMPERIAL NAGPUR (Since April 2010 to August'12) Designation: ASSET RESTAURENT MANAGER**

**Job Responsibilities:**

- Responsible for taking briefing, making duty roaster, smooth operation of restaurant.
- Ensure that all equipment is properly utilized.
- Ensure that the guest is properly attended to and the service imparted to entirely satisfy the guest.
- To organize, supervise and train all the service personnel in department with the view to provide fast and courteous service to the guest.
- Delivering the check and accepting the payment.

**ITC PARK VALLBHA, HYDERABAD (Since June 2009 to March 2010)**

**Designation: GUEST SERVICE ASSOCIATE.**

**Job Responsibilities:**

- Responsible to provide the excellent service to the guest.
- To join the briefing and the meeting.
- Develop food and beverage sale through the suggestive selling.
- Perform all the necessary task to serve the food and beverage according to the service standard and the operating manual of the organization.

### Academic Credentials

Education	Board/University	Year	Percentage
TIHM	MSBTTE	2009	56
Higher Secondary Certificate	Maharashtra Board	2002	61
Secondary School Certificate	Maharashtra Board	1999	52

### IT Skills

Basic knowledge of followings.....

- Sound Knowledge of Microsoft Office and IDS Software.
- MS-CIT.

### Extracurricular Activities

- Key user of Internet
- Participate in various social events.
- Raised funds for Help Age India a NGO working for helpless old peoples.

### Hobbies & Interests

- Reading novels.
- Listening Music.
- Travelling.
- Cooking.

### Personal Details

Date of Birth : 19<sup>th</sup> NOV, 1984  
Permanent Address : Plot no.32, Shakti nagar, behind modern school, saoner road  
Dist. NAGPUR-441111  
Gender : Male  
Marital Status : married  
Language Proficiency: English, Hindi, Marathi

### Undertaking

I hereby declare that the information furnished above is true to the best of my knowledge. Date:

Place: NAGPUR

PRASHANT TALE

