

# ABHIJEET BHANDARE

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## SUMMARY

Seasoned Food Service Supervisor with 15 years of experience. Effective at maximizing the success of the food service team through effective training, performance improvements, and focus on employee satisfaction. Familiar with delegating work, monitoring performance, and solving both routine and complex problems with minimal direction.

## SKILLS

- Staff Leadership
- Quality Assurance Policies
- Payment Acceptance
- Critical Thinking
- Inventory Control
- Alcoholic Beverage Service
- Payroll Preparation
- Worker Training
- Equipment Inspection
- Verbal and Written Communication
- Work Schedule Creation
- Food Portion Specification
- Complaint Resolution
- Safety Training
- Cash Handling
- Kitchen Staff Supervision
- Food and Beverage Service
- Dining Area Cleaning Supervision
- Task Delegation
- Menu Development
- Customer Service
- Buffet Setup and Takedown
- Employee Development
- Special Menu Planning
- Point of Sale POS Software
- Microsoft Excel
- Operational Problems Analysis
- Departmental Strategies Development
- Waste Procedures Establishment
- Team Collaboration
- Greeting and Seating Guests

## EXPERIENCE

### **FOOD SERVICE SUPERVISOR | 09/2016 to Current** **WESTERN COALFIELDS LTD(GOVT ORG) - NGP, INDIA**

- Trained workers in food preparation, money handling and cleaning roles to facilitate restaurant operations.
- Monitored food storage, handling, preparation and delivery to maintain health and safety standards.
- Created and adjusted department schedules and individual shift assignments.
- Purchased food and supplies according to department needs.
- Oversaw work and guest areas to provide clean, tidy and properly sanitized facilities according to established guidelines.
- Performed continuous evaluations of employee performance and service levels.
- Developed and implemented strategies to enhance team performance, improve processes and boost results.
- Executed hands-on preventive maintenance and repairs to keep equipment functional.
- Delivered food prep training so that employees could effectively feed staff personnel.
- Reviewed daily task list with employees and assigned tasks for completion.
- Managed inventory and rotated food products in storage to avoid spoilage and waste.
- Investigated and resolved customer complaints concerning food quality and service.
- Performed frequent checks to maintain consistently high quality of food preparation and service.
- Reconciled daily transactions, balanced cash registers and deposited restaurant's earnings at bank.
- Priced and ordered food products, kitchen equipment and food service supplies.
- Planned menus in collaboration with chefs and other personnel.

**DATA ENTRY OPERATOR | 11/2012 to 08/2016**  
**WESTERN COALFIELDS LTD(GOVT ORG) - NGP, INDIA**

- Input client information into spreadsheets and company database to provide leaders with quick access to essential client data.
- Transcribed phone messages and managed email communications for staff members.
- Developed efficient filing system to accelerate paperwork processing.
- Used data input interface to transcribe information from physical source documents into databases.
- Maintained confidentiality of client and staff personal details by adhering to company regulations and requirements.
- Analyzed and processed current data records to provide detailed reports.
- Scanned and stored files and records electronically to reduce paper files and secure data.

**SENIOR BARTENDER | 01/2010 to 02/2012**  
**HARDROCK CAFE - MAHARASHTRA, INDIA**

- Maintained detailed inventory of bar supplies and stocked work areas.
- Monitored patron alcohol consumption to encourage safety.
- Balanced daily registers and generated sales reports for management.
- Created signature beverages to increase revenue and patron loyalty.
- Poured, mixed and blended pre-mixes for expected daily cocktail needs.
- Operated cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions.
- Maintained knowledge of bar and menu options to prepare drinks and make food recommendations.
- Prepared cocktails from bar recipes and served wine, draft and bottled beer.
- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships.
- Trained new bartenders on drink preparation and upselling techniques.
- Displayed and retained extensive knowledge of liquors, wines and entrees.

**SERVER | 08/2005 to 07/2006**  
**CAFE COFFEE DAY - MAHARASHTRA, INDIA**

- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Greeted customers, answered questions and recommended specials to increase profits.
- Operated POS terminals to input orders, split bills and calculate totals.
- Provided exceptional service to high volume of daily customers.
- Cleaned tables and chairs to prepare dining area for next customers.
- Communicated with hosts, bussers and kitchen staff to prepare for and serve customers.
- Served food and beverages to patrons and immediately remedied issues with orders.

EDUCATION AND  
TRAINING

**SIKKIM MANIPAL UNIVERSITY - INDIA**  
**Bachelor of Science**  
HOSPITALITY CATERING & TOURISM, **06/2009**

**BOOZERS AND SHAKERS INSTITUTE OF BAR AND BEVERAGE - INDIA**  
**CERTIFICATE**  
BAR AND BEVERAGE, **06/2009**

**AMERICAN HOTEL & LODGING INSTITUTE - INDIA**  
**CERTIFICATION**  
Tourism And Hotel Management, **01/2009**