



# Arun Mawri

## Area Manager (Restaurant Operations)

Over 18+ years of experience in RESTAURANT / RETAIL operations, sales, and client servicing. An enthusiastic manager with drive, determination, and a proven ability to ensure that a restaurant operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and service. Extensive knowledge of the hospitality industry, its working practices, recruitment, payroll, conditions of employment, and diversity issues.



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github.com/https://teams.live.com/j/invite/FAAPMJi4QHVR\_y9Yg

## SKILLS

PROFIT & LOSS ANALYSIS

BUSINESS DEVELOPMENT

EMPLOYEE ENGAGEMENT

CUSTOMER SERVICE

COSTING & BUDGETING

RECRUITMENT & TRAINING

INVENTORY & AUDITS

CORPORATE TIE-UPS

VENDOR MANAGEMENT

EVENT PLANNING

LOGISTIC & PROCUREMENT

## WORK EXPERIENCE

### Area Manager - Restaurant Operations "The Food Hub"

02/2018 - 07/2022

Kampala, UGANDA

A Biggest Food Joint in East Africa by Mandela Group of Companies Ltd.

#### Achievements/Tasks

- As Area Manager, led a team of 5 restaurant managers and 120+ Team Members. • Responsible for secondary and primary sales of 5 Food Joints of Mandela Group of Companies Ltd. as well as 12 distributors assigned in the territory such as Kampala, Jinja, and Entebbe, etc. • Looking after a business of 2.5 Million USD\$ per year. Managed an annual budget of \$30,00,000 for a period of 3 years.
- Hit and exceeded department KPIs by 20% for 5 months in a row. Maintained a customer satisfaction rate of 95%. Communicated with 20+ company partners and clients on a daily basis.
- Ensuring adherence to standard execution sales tools assigned to meet Sales. • Business development through effective and focused Merchandising Management. • In all MOC meetings ensure liquidation of aged stock. • Developed sales focus, targeting relationship building within compressed sales cycle improving customer retention by 23%.
- Defining and executing national and international strategies while sourcing, developing, and leading high-performing teams. I prioritize fostering a culture where my people feel valued, included in the direction the company ultimately pursues, and excited to deliver excellent service.
- Implemented and streamlined cutting-edge data management procedures, improving the operational efficiency of the company by 5%. Managed 5 different projects with a budget of over \$200,000. Reduced labour and material costs by 7%.
- Averaged 37% Quarterly revenue growth in City. • Changed from a monthly inventory model to daily cycle counts impacting monthly cost savings of 4k \$. • Improved slumping sales by readjusting policies to be customer-friendly, trained staff in relationship building to identify and act upon closing opportunities within a compressed sales cycle.
- Increased average sales volume by 29.6% within 3 Months by revamping retail and sales strategies. Managed all aspects of operations including staffing, team development, merchandising, loss prevention, and payroll control. • Identified and developed territory-specific objectives and action plans that increased sales and payroll goals.
- Utilized Google Analytics and Google Tag Manager and implemented new scripts that increased performance by 25% by adding new customers database.
- Over the past 4 years, successfully completed 6 projects from start to finish, generating a total of \$600,000 in revenue. Worked as a single point of contact for over 15+ clients, answering all their requests and questions in a timely manner.

### Restaurant General Manager SFC (Southern Fried Chicken)

04/2015 - 12/2017

Abu Dhabi (UAE)

A Global QSR joint under Southern Franchise Company LLC. Client group of Maurlya hotels and India Palace Restaurants

#### Achievements/Tasks

- Hit and exceeded department KPIs by 20% for 5 months in a row • Maintained a customer satisfaction rate of 95% for 2017 • Proven abilities in maintaining excellent employee and customer satisfaction indexes.

## SKILLS

ENTERPRISE RESOURCE  
PLANNING (E.R.P MGT)

## LANGUAGES

English  
*Native or Bilingual Proficiency*

Hindi  
*Native or Bilingual Proficiency*

Arabic  
*Professional Working Proficiency*

Afrikaans  
*Full Professional Proficiency*

## INTERESTS

Playing and Watching  
Cricket

Listening to Music

Cooking

Travelling

## WORK EXPERIENCE

### Restaurant General Manager

#### PAPA JOHN'S PIZZA

06/2012 - 03/2015

Muscat (OMAN)

A global QSR under JAWAD BUSSINESS GROUP LLC.

##### Achievements/Tasks

- Ensuring the highest standards of food and beverage service, Overseeing client bookings & reservations. Keeping control of food and labor costs. Ensuring Health & Safety and also hygiene procedures & standards are maintained. Having an in-depth knowledge of all menus. Responsible for recruiting, training & developing restaurant staff. Dealing with and resolving customer complaints.

### Restaurant Manager

#### Debonair's Pizza

10/2008 - 04/2012

Lagos (NIGERIA)

A global fast food joint under FAMOUS BRANDS

##### Achievements/Tasks

- Responsible for the stock indent and reports and Imparting, Training & briefing to all junior staff. Local Stores Marketing and Tie-ups, taking care of all corporate call & Service. Assisting the Business Manager in developing and implementing a business action plan for the store. Handling the business-related areas such as marketing, profitability, and quality assurance.

### Sr. Assistant Manager

#### Sbarro "Fresh Italian Cooking"

05/2006 - 06/2008

New Delhi (INDIA)

Client group of Ruby Tuesday, Chillis

##### Achievements/Tasks

- Responsible for Guest Service, Order taking, Making & Service. Assisting the store manager to run the smooth operation within the Restaurant. Handling all customer complaints with the store manager's Instructions. Preparing Daily Reports & Inventory, Assisting the store manager in making the weekly, monthly & P&L Reports and responsible for Food/Dry store Receiving & Storage.

### Platinum Team Member (Training ACE)

#### Domino's Pizza India Pvt. Ltd

01/2004 - 04/2006

New Delhi (INDIA)

Jubilant Food Works Ltd.

##### Achievements/Tasks

- Sales target, wastage control, Optimum utilization of resources, leaf Letting & LSM Execution, Cost Control. Well-maintained equipment's, cash / Banking sale, Quality & Services Excellence, Inventory Control. Indent / Ordering, Shift Handover, Actual v/s Ideal cash audit, MIS & Reports. Lineups, Duty roaster, Training well-groomed staff, Recruiting of Team Members.

## CERTIFICATES

### SIX SIGMA (GREEN BELT) (2014)

*Lean methodologies and Total Quality Management*

### EFST (Essential Food & Safety Training) (2015)

*Cooking, Chilling, Cross-Contamination & Hygiene*

## ACHIEVEMENTS

### BEST TEAM OF THE YEAR (AFRICAN REGION) (12/2010)

*Recognized and rewarded as the Best Team in the country (INDIA) for the year 2011-2012*

### Ladder of success (02/2018 - 09/2019)

*Planned, organized and executed hiring events partnering with 7 local and 4 international community organizations; facilitated and delivered presentations showcasing Hospitality career opportunities*

## PERSONAL PROJECTS

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### TWISTING SCOOPS (INDIA) (FREELANCING) (04/2022)

- Retail outlets opening in Delhi, Jammu, Haryana, Chennai

## EDUCATION

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### Bachelor of Science (BHM)

#### Sikkim Manipal University

02/2004 - 06/2007

New Delhi, INDIA

##### Courses

- Hospitality, Catering and Tourism (Managed to maintain a 4.6 GPA while working and studying full-time)

### Six Sigma (Green Belt)

#### Qualimation

01/2014 - 05/2014

Chennai

##### Courses

- Lean methodologies and Total Quality Management

### EFST (Essential Food & Safety Training)

#### Syscom College

06/2015 - 09/2015

Abu Dhabi (U.A.E)

##### Courses

- Cooking, Chilling, Cross-Contamination & Hygiene