PrashantGondane

Mumbai, Maharashtra, India, 400068

ContactNo:+919023207945

Email [poppins16in@yahoo.com](mailto:poppins16in@yahoo.com)

SKYPE ID:prashantgondane

Date of Birth – 29th December, 1978

**Professional Summary**

Seasoned Operations General Manager (Gaming Zone/FEC/ Sports Bar/Lounge/Restaurant), Excels at streamlining operations to decrease costs and promote organizational efficiency. Results-focused management professional offering 18 years of progressive leadership experience Transformed high-potential staff into outstanding leaders and demonstrate the creativity and savvy that is critical to financial and operational success.

Highly effective management professional emphasizing innovation and creativity in solving complex problems

Energetic and results-focused with success in developing and leading diverse teams to achieve outstanding results

Management professional versed in all aspects of operations management, from scheduling and finance to execution and effective implementatiin. Possessing exceptional communication, organizational and presentation capabilities

**Skills**

Food/beverage knowledge, Food regulation compliance, Skillful menu development, Food Costing, F&B control system. Accomplished in large event catering, Staff training, Inventory management systems, Courteous and helpful, Customer relations specialist, Process improvement, Quality assurance and control, Project management, Cost reduction strategies, Results-oriented, Organized, Natural leader, Profit and loss understanding, Business administration, Professional demeanor, Financial budgeting and reporting, Budget forecasting, Highly organized, Operations management, Food service background, Service-oriented, Passion for customer satisfaction, Hospitality,Event planning, coordination & execution, Hotel,restaurant& Gaming Zone operations, Business development, Operational assessments, Workflow analysis, Works well under pressure, Leadership, Conflict resolution techniques, Business operations expertise, Goal-oriented, Positive and upbeat, Strong interpersonal skills,.

**Work History**

**SHREE POORNIMA ENTERTAINMEMT**

Presently working as General Manager- Operations,Projects & Development with Shri Poornima Entertainment ,Jaipur.

Currently executing Project in Pune.

**LULU INTERNATIONAL PVT LTD.**

Worked in the capacity of Operations Head – Family Entertainment Center and Indoor Amusement park with Lulu International Pvt. Ltd, Lucknow from 2019 to 2022 . Working since Project initiation for Indoor Amusement Park and F&B vertical with a spread of 80,000 Square feet.

Responsible for Budget preparation, Rides finalization, Vendor management, Logistics , Installation of machines, recruitment of Technical & Non-technical staff, Training and development, SOP development, Checklists, Operations Strategy development & plans execution. Reporting to Director.

**Worked as General Manager- Operations** with India's biggest Trampoline park and Family entertainment center“WOOP", Let's Jump Trampoline Park and Adventure Pvt. Limited, Surat,since the project opening time,January 2019 till February’2020.

**Job Profile:**

Handling Gaming Arena of 1,00,000 Sqare feet, Leading Team of 78 professionals and 5 department heads.

Food court operation (8 different Outlets)

Promoting and preparing in safe environment kids & Adult activities , weekly events, organizing school tours,

Floor game engagement by creating theme nights.

FEC management and implementing Inventory control system by weekly inventories,preparing daily check lists for smooth operatons.

Preparing promotions and offers for sales and implementing

Preaparing budgets and cost saving strategies .

Overseeing daily routine of F&B,FEC, Cash & Fund flow, process of cashiering, daily in house promotions for walk-ins, corporate sales,School,Colleges day out and holding competitions, corporate tie ups and many other revenue centric activities to promote the Brand and it’s presence via social media and other medium.

Making sure all the safety measures are followed, and all the required waivers are signed and read and instructed to guest.Development and implementation of SOP's, checking proper pay out, machine down time and making sure all the game machines are up and running by co-ordinating with technical heads and other departments.

Making sure all the checklists are filled and duly signed by MOD and problems are sorted out in minimum time.

Cost Control, Training & development,responsible for overall operations & P&L, LAM. Developing SOP’s & implementing them with controlled budget.

Employee engagement & development programmes, controlling attrition.

Payroll & Bugets,ROI etc.

Preparing daily,weekly,monthly reports & plan of action for each category of games,carrying out game performance analysis for imparting and increasing sales efficiency better.

Implementing inventory management & Vendor, suppliers, and third party services.

Overlooking HK,Security,Safety and liasioning with Govt. Officials.

**PREVIOUS EMPLOYEMENT DETAILS:**

**Shott Amusement (Franchisee of Smaaash Entertainment Pvt. Ltd.)**

Worked with Shott Amusement From Nov2016 till 7thDecember 2018 as General Manager, responsible for F&B,Centre development/Operations and P&L,staff training & development,establishing and promoting best guest service &care.Developing & implementing sale strategies, promotional plans and new center opening.

Developing team,hiring,weekly R&R programme,employee recognition ,promotions and appraisals.

**Operations Head, 04/2014 till October 2016  
Smaaash Entertainment Pvt. Ltd. – Mumbai &Telangana, Hyderabad**

Managing 80-thousand square feet space employing 129 workers

Conducted competitors analysis and incorporated findings by improving F&B service standards

Supervised & managed a team of 3 managers and 108 associates.

Managed capital funding requests of up to 3 Crores from project approval to project closeout.

Managed 3 Gaming&2 Restaurant projects.

Reduced employee turnover by 25% through training on multi-tasking

Established and maintained 25 vendor partnerships

**JOB PROFILE:**

Overseeing all operational functions of the Restaurant/Lounge/Gaming Zone. Leading a large team (108 TM & 5 dept. Heads) as well as hands -on in the operation and maintaining the top standards in Gaming Zone &F&B service.

Pivotal in ensuring the productivity and morale of team. Responsible for developing company's account portfolio to grow and maximize revenue and profit opportunities.

Handling guest Complaints & Customer Care Service, Supporting GM in Operational Activities Supporting FEC in Forecast/Budget. Ensuring the Smaaash Gaming Zone& other profit centers are properly maintained, managing staffing, performing market analysis and even setting pricing. Ensuring the most efficient operation of the FEC/Restaurant/Lounge/Sports bar, in terms of time and cost

Taking timely measures to maximize profits while simultaneously ensuring guests have a great experience during their visit to Gaming Zone

Each day, checking the lobby to make sure the coffee is hot and that it is a welcoming environment for guests who walk in. Working long hours and on call 24 hours

Responsibility of 2 profit centers, Gaming Zone, Sports Bar & Restaurant, Banquet, ODC's, Events, Exhibitions(Held Commicon-Hyderabad) General Operations, HR practices, Recruitment, Appraisals, Training & Development, man management

Added Rs 7.5 Lakh in additional revenue by launching Guest Retention Program by offering packages, Discounts and Buddy-Programs for gaming zone

Reduced average contract expenses by 19% through aggressive negotiations with vendors.

Established operational objectives and work plans and delegated assignments to subordinate managers.

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Devised and published metrics to measure the organization's success in delivering world class customer service

Solved unresolved customer issues.

Strong leader of customer support staff

Managed work flow to exceed quality service goals.

Facilitated inter-departmental communication to effectively provide customer support

Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.

Resolved associate, tool and service delivery issues revealed by statistical reports

Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.

Maintained up-to-date knowledge of product and service changes

Investigated and resolved customer inquiries and complaints in an empathetic manner.

Scheduled staff shifts to cover peaks and lulls in customer inquiries.

Generated initial revenue of Rs 2 Crores with profitability of Rs.85 Lakhs

Developed comparison tables of products and services by researching product pricing, ratings and performance

Documented business requirements, functional specifications and training procedures

Contributed to the strategy and business model for the product/service line

14 years of industry experience.Prepared operational and salary budgets.

Managed day-to-day development issues.Facilitated a fast-paced and dynamicentrepreneurialenvironment.Implemented processes to streamline workflow.Oversaw inventory and office supply purchases.

Negotiated pricing with vendors regarding billing and marketing procedures.

Trained, coached and mentored staff to ensure smooth adoption of new program

Hired and trained 28 of staff for multi-tasking.

Increased profits by 80% in one year through restructure of business line.

Directed targeted marketing efforts that introduced new products/packages and promoted product visibility.

Managed a 4.5 Crore annual operating budget.

Increased volume of business by 14% by following up on leads, cold calling and networking.

Managed business finances, including paying vendors and suppliers for products services rendered.

Monitored income expense sheets to track and adjust expenses.

Supervised 78 staff, including offering feedback and enforcing deadlines.

Offered feedback on the quality of segments and coached other staff members on how to improve segments.

Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.

Interacted positively with customers while promoting hotel facilities and services.

Carefully developed a lucrative annual Gaming &food and beverage marketing plan and strict budget to maximize profits

Correctly calculated inventory and ordered appropriate supplies.

Strategically developed effective marketing plans to increase sales and profits while managing costs

Developed, implemented and managed business plans to promote profitable food and beverage sales.

Advised security team and conducted investigations of significant threats and the loss or misappropriation of assets.

Supervised a team of 12 security personnel during a given shift

Worked with store management to implement company safety programs and awareness, reducing workers' compensation costs

Oversaw staff timekeeping entries and reports through payroll management program

**Operations Head, 10/2013 to 04/2014  
Crescent Entertainment & Tourism Ltd – Jalgaon, Maharashtra**Responsibility of 2 profit centers, Gaming Zone & Food court, Mall administration. Reporting to MD

**JOB PROFILE:**

**Food Court Operations & Gaming Zone**- Managing the menu recipes rotation for breakfast, lunch, snacks, dinner and special events initiated development of new menus, upgraded old menus and special event menus. Planned the pre-preparation area to ensure that the items are processed according to the recipes. Consistently maintain standards of quality, cost, presentation, and flavour of foods

P&L of a gaming zone, implementing new games, reduced maintenance cost.

**People Management and Training**

Managing team including duty manger, supervisors, cooks, MPWs, stewards, cashiers, stores assistants etc. Preparing activity schedules and assigning duties. Ensure proper staffing for maximum productivity and higher standard of quality. Promoting a healthy and teamwork oriented atmosphere within the organization. Identifying the training needs of team and assisting in the development of modules to address the same. Ensure that all the HR processes and staff welfare activities are implemented and carried out.

**Wastage Control and Cost Management -** Maintain a record of the daily leftovers; plan and prepare the production based on this data ensuring that all Municipal rules and regulations concerning waste disposal and segregation are strictly followed. Coordinate with the Purchase department to understand the cost trends and revisions.

**Legal Compliance -** Co-coordinating with the HR and Legal departments to ensure that all the legal compliance are met with and a copy of the same is maintained.

**Systems Implementation and Process Management**- Ensure that all the systems and processes are implemented and followed as per the company policy Ensure that all the work processes are documented and displayed Procurement and Inventory Management Responsible for monitoring the daily raw material indent Ensure that all the processes and checklists are followed and maintained accurately on a daily Basis.

**Safety, Environment & Quality (SEQ):**Ensured that safety and hygiene policy is strictly followed.

**Operations Manager, 12/2007 to 08/2013  
Cinemax India Limited(Now PVR) – Mumbai, Maharashtra**(With additional responsibility of  F&B, Operations, Mall management & Game zone)

**JOB PROFILE:**

Responsible for assisting the Operations head in handling daily operations, related to food & beverages department ,Vendor Development ,Sales, SOP Adherence, BOX OFFICE strategy, Maintenance, Local Area Marketing and also contributing to increased footfall, Shoots of Advertisements and Shows, Staff training (Trained 3 in line Managers and 22 front line staff),Menu Engineering ,Competitors data analysis ,Tabbing latest trends for generating business, Mall & Gaming zone Management, compliance with the government offices, public relations, organizing and addressing reviews. Promoting in-house products and spaces, designing staff development and improvement programmes.

**Operations manager, 01/2006 to 12/2007  
Seven Seas Marine Services – Kingdom Of Bahrain**

**JOB PROFILE:**

Worked as an Operation Leader, was responsible for day to day operation of the F&B, managing multiple remote food site operations, ship chandelling, stores and Inventory management, Procurement, purchase.

**Assistant Restaurant General Manager, 08/2005 to 01/2006  
Starters & More, Concept Hospitality – Mumbai, India**

**Unit Manager, 07/2004 to 07/2005  
Radhakrishna Hospitality Services – Mumbai, India**  
**JOB PROFILE:**

Unit development, revenue generation, managing staff and their duties, imparting training for better result, co-ordination between Stakeholder and company. Compliance with the Govt. offices, Inventory management, Cost control, wastage management.

**Assistant Restaurant Operations Manager, 01/2003 to 07/2004  
Moshe's – Mumbai, India**

**Trainee Manager**, 05/2000 to 12/2002  
Mars Restaurants Pvt. Ltd – Mumbai, India  
**Senior Captain**, 08/1999 to 05/2000  
Harsha Hotel & Convention Center – Bangalore

**Summer Internship**, 07/1999 to 12/1999  
TajManjarun – Mangalore  
**Project Undertaken:**

Presently working on a World Cuisine Restaurant Project in Vadodara

Company Name: TickTok Gaming Arena-Ahmedabad

Opening of new gameingcenter and F&B outlet-Ahmedabad

Company Name: Smaaash Entertainment Pvt. Ltd

Opening & Freezing Gaming & F&B outlet project in Hyderabad

Company Name: RADHAKRISHNA HOSPITALITY SERVICES

Start-up & Operations of DESI DELHI brand

Company Name: MARS RESTAIRANTS PVT. LTD.

Development of the restaurant brand “ROTI” & “Dosa – Diner”, Tendulkar's(A Theme Restaurant on World famous batsman Sachin Tendulkar)

One of the leading & professional restaurant company in India, with a flagship of Ambassador Hotel, & brands like, “Jazz Bythe Bay, Just Around the Corner, Poly -Ester, Tendulkar’s.

**Education**

Bachelor of Hotel Management, 1999  
Saptagiri College of Hotel Management - Mangalore, Karnataka

**Accomplishments**

Reduced operational expenses by 15% by streamlining Unit operations

Earned the “Best Manager” Award in 2008 & 2013 for being Business Operation Expert

Earned the “Train The Trainer” Award in 2009 for Training 3 in-line managers and 28 Executives

Earned the “Extra-Mile” Award in 2010 for achieving Goal

Earned the “Employee of the Year” Award in 2014

**OTHER ACTIVITIES**

Core Committee Member of the Cultural Committee of the Hotel Management Institute

Successfully completed a range of academic as well as non- academic assignments

Was “Lance Corporal” in N.C.C in junior boy’s division camp, Nagpur

Played Volley ball at “District level”

**Hobbies**

Driving, Traveling to new places, Adventure sports (clay shooting).

Won Championships in HIDAKA OPEN Air Rifle Shooting

Participated in Basket Ball at District Level

**REFERENCES**

1.KunalSawhney- VP Carnival Cinemas;

2. Chef Ranojit – Chef Manager “Smaaash Entertainment Pvt. Ltd

3. SushmaRane – Group HR Head, Rishabh Chemicals & Metals

Current CTC: 15(L) per Annum

ExpectedCTC: 25(L) per annum (Negotiable)

Notice Period required: 15-30 Days from the date of Appointment letter.

**Prashant Ulhās Gondane**