



Naresh Manoori

Contact

Address

Hyderabad 500055

Phone

9030858997

E-mail

naresh.manu1987@gmail.com

Skills

Facilitated change management efforts, guiding teams through periods of transition and growth.

Managed crisis situations effectively by developing response plans in advance.

Oversaw supply chain management, ensuring timely delivery of products and services to customers.

Having 12+ Years of Operations and hospitality experience.

Work History

2023-11 -
2024-05

Head Of Operations

Caffeine Coffee , Hyderabad

- Automated manual processes using technology solutions, increasing accuracy and efficiency within operations.
- Collaborated with executive leadership on strategic planning initiatives to drive business growth.
- Ensured compliance with industry regulations and company policies, mitigating potential risks.
- Evaluated emerging market trends to inform strategic decisions affecting the organization's future direction.
- Optimized inventory levels by implementing demand forecasting tools and techniques.
- Built a high-performance culture by recruiting top talent and promoting professional development opportunities for staff members.
- Reduced operational costs through effective budget management and cost-saving strategies.
- Developed comprehensive training programs for staff, enhancing team performance and skill sets.
- Oversaw supply chain management, ensuring timely delivery of products and services to customers.
- Managed vendor relationships, negotiating contracts for maximum value and efficiency.
- Increased customer satisfaction by actively addressing concerns and ensuring timely resolutions.
- Managed crisis situations effectively by developing response plans in advance.
- Spearheaded continuous improvement projects, resulting in enhanced business performance.

2023-08 -
2023-11

Operations Consultant

Harleys Fine Baking , Hyderabad

- Responsible for end-to-end P&L food cost and controlling the variable costs, Indenting, wastage control

Evaluated emerging market trends to inform strategic decisions affecting the organization's future direction.

Languages

English

Advanced (C1)

Kanada

Advanced (C1)

Telugu

Advanced (C1)

Hindi

Advanced (C1)

Tamil

Intermediate (B1)

- Handling of complete day to day operations of 14 outlets
- New locations identifying and transforming and opening for customers
- SOP creations and new food, beverage R&D, launch, photoshoot, price fixing and new menu executions
- Menu design, Combos, deals creatives Co ordinating with social media agencies for smooth operations
- Driving sales, offline marketing, events etc
- Streamlined operations for better consistency, optimizing staff scheduling and managing inventory levels
- Increased sales revenue with targeted marketing campaigns and promotional offers tailored to the local market
- Enhanced customer loyalty by developing a rewards program that incentivizes repeat business while also gathering valuable customer insights for future initiatives
- Collaborated with district management teams to share best practices across multiple locations within the franchise network
- Conducted routine equipment maintenance checks ensuring adherence to manufacturer guidelines extending machines' lifespan and minimizing repair downtime
- Developed strong relationships with suppliers, negotiating favorable terms and ensuring timely deliveries of products
- Mitigated potential risks through diligent cash handling procedures while also investing in security systems that deter theft or fraud incidents
- Launched new menu items based on market trends and customer feedback to attract diverse clientele
- Fostered a culture of continuous improvement by encouraging staff feedback and implementing data-driven recommendations accordingly
- Managed financial aspects of the restaurant, including budgeting, forecasting, and analyzing profit margins to drive business growth
- Elevated brand reputation through community outreach initiatives like sponsoring local sports

- teams or participating in charity events
- Boosted employee retention through competitive compensation packages, opportunities for career growth, and recognition programs
- Ensured compliance with health and safety regulations, maintaining a clean and safe working environment for employees and customers
- Coordinated catering services for special events such as weddings, corporate functions, or community gatherings to generate additional revenue streams
- Implemented cost-saving measures to reduce overhead expenses without compromising quality or service levels
- Improved customer satisfaction by implementing efficient QSR processes and maintaining high-quality standards
- Enhanced team performance by providing regular training sessions and conducting performance evaluations
- Created a positive work culture, fostering teamwork and open communication among staff members
- Oversaw balancing of cash registers, reconciled transactions, and deposited establishment's earnings to bank
- Maintained effective supply levels by monitoring and reordering food stock and dry goods
- Set and enforced performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction
- Inspected preparation and storage equipment regularly to assess and maintain performance for cost-effective, safe operations
- Oversaw training of more than Number team members
- Controlled labor hours and inventory costs through hands-on management and proactive changes
- Tracked food production levels, meal counts, and supply costs
- Maintained compliance with company policies and procedures for food safety, sanitation, and quality

2019-07 -
2023-08

City Head - Operations

Stanza Living, Hyderabad

- Formulated and implemented marketing strategies to increase sales and customer loyalty.
- Complete monitoring and handling of the entire operations of Stanza Living managed living industry for the past 4.3 years and responsible for 15-20 properties in multiple cities in South Hyderabad, Visakhapatnam and Chennai
- Team building, motivating team towards common goals, handling Solving human resource issues at branch level
- Vendor Management, Cost & Budget ensuring profitability through cost-effectiveness, new store openings, rent collection, monitoring amenities such as food, housekeeping, and WIFI
- Promoted to City Head from Cluster Manager in Jan 2022 by virtue of overall excellence in performance
- Championed diversity and inclusion initiatives, fostering a more inclusive culture within the city government and promoting equitable access to resources for all residents
- Optimized resource allocation across various departments in order to achieve desired outcomes efficiently while minimizing costs
- Promoted economic development by attracting new businesses to the area through incentives and streamlined permitting processes
- Improved interdepartmental communication for smoother operations and better resource allocation
- Evaluated development plans against city regulations and available data
- Monitored and supported bidding and proposal process.

2017-03 -
2019-07

Operations Manager

Indiblaze Group

- Reduced variable costs by 7% through tighter controls on overtime expenditures and inventory wastes
- Responsible for Sales and Brand development
- Growth strategies, new store openings, Handling

- Online partners and alliances with other brands
- Increased the profit margin of select menu items by 15% by switching to a local supplier with lower ingredient costs
- Hired, trained and coached 70+ staff members on customer service skills, food and beverage knowledge and COVID-19 safety standards
- Responsible for P&L, Food cost, menu additions, cost fixing and budgets.

2012-10 -
2017-01

Area Manager - Operations

Cafe Coffee Day

- Effective management of the fast-paced and popular chain of coffee shops in the busiest areas of the city
- Managed and supervised orders, stock and occasionally altered menus to offer seasonal items
- Maintained a clean, hygienic and organized environment, conducive to customer satisfaction and met all safety health standards.

Education

2014-08

Master of Business Administration: Marketing and HR

Megha PG college, Osmania University

2012-06

Bachelors in Hotel management & Catering Technology

Osmania University

Certifications

Senior Leadership, Indian Institute of Management -
Vishakapatnam

HACCP/Food Safety risk management

Accomplishments

- Awarded twice as the Best Cafe of the month of my cafe in Cafe coffee day

- Received Operations excellence certificate and Food certificate in cafe coffee day
- Got 5/5 in Stanza Living appraisal FY 22-23
- Consistently exceeded the monthly goals by a minimum of 10% by training FOH staff on upselling techniques and creating a featured food and beverage program.