

Deepak Chhetri



P.O. Box 201983 Doha, Qatar +974- 70428833 @ philip_mario@yahoo.com

PROFILES

Dynamic and versatile executive with over 15 years of experience in Sales and Operational Management. Proven leader who inspires teams to excel, with expertise in talent acquisition, business development, and recruitment management in competitive environments. Adept at program implementation and division management, combining a detail-oriented approach with strategic vision. Skilled in analyzing business needs and developing effective solutions to maximize efficiency, increase revenue, and drive sales growth. Passionate about the food and beverage industry, bringing energy and a collaborative spirit to every role

QA KHAMIRA AND GROUP OF RESTAURENT Doha, Qatar |Aug, 2024 – February 2025

- o Plan and conduct physical cross check across production line, receiving and storage area for food safety and quality stander.
- o Evaluate product quality, staff food safety knowledge and observe staff hyGINE avoidance records and provide feedback to operation manager.
- o Impliment traning plan for all the staff for MOPH food safety stander.

F&B OUTLET SUPERVISOR | DEL MONTE FOODS WLL |HIA Doha, Qatar | MARCH 2018-JUNE 2024

- o Train, and coach shift supervisors, staff-team members on customer service skills, food & beverage knowledge, sales, and health & safety standards day to day operation,
- o Reduced costs by business forecast through controls on operational efficiencies,
- o Consistently exceed monthly sales goals by observe staff performance, staff development and implementing customers' feedback daily basis,
- o Maintaining daily, weekly, and monthly inventory and financial reports and SOP.
- o Promotes and practices safe work habits, reporting potential safety hazards, operational inconsistencies, and team member accidents, conducts initial investigation and determinations of root cause in the interest of maintaining a safe work environment.
- o Monitor staff performance, ensure all the operation tools are used day to day to meet 100% quality in a PRODUCT, SERVICE and CUSTOMERS satisfaction, external and internal Audit.

COOK HAMAD MEDICAL CORPORATION DOHA QATAR 2012- 2018!

- o Confirm quality and quantity of foods and beverages as per the patient and unit request before serving.
- o Follow and apply MEMO and the JCI Hygiene stander to maximize food safety and workplace.
- o communicate with concern duty supervisors for any changes of day-to-day MENU.
- o Follow the stander recipes to prepare, cook and blend food as per the diet.
- o Make daily, weekly, monthly stock report and follow the FIFO to monitor easy operation
- o Help Head Cook and supervisor to make action plan if any diet change and MENU change,

STORE IN-CHARGE STARBUCKS COFFEE | ALSHAYA DOHA QATAR |2005-2012!

- Quality Beverages - Prepares beverages to Starbucks standard, Follows health and safety guidelines for all products and service.
- Store Operation - Follows, and takes a lead in directing others to follow, policy and procedure for operational flows at each station, and in applying standards for merchandising stock rotation and storing of all products. Performs and directs others to complete cleaning tasks in accordance with duty and cleaning schedules. Places orders to assist shift operators. Assists in staff scheduling and in adjusting staffing to meet trading requirements/patterns.
- Profitability - Follows, and guides others in following cash handling procedures and till point policies. Follows inventory stocking and recording guidelines. Contributes to store goals for increasing sales and improving profits, Assists store management with accounting and banking responsibilities. Records and is accountable for store funds while running a shift.
- People Development - Acts as a role model, providing guidance and training to store partners on all performance expectations in manual. Ensures partners adhere to beverage and rest breaks requirements. Demonstrates and ensures all policies and procedures are followed. Communicates store and partner concerns to store management.

SALES ASSOCIATE| BLUE SALON DOHA QATAR| 2002-2004 |

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
- Maintain an awareness of all promotions and advertisements.
- Assist in floor moves, merchandising, display maintenance, and housekeeping. ○ Assist in processing and replenishing merchandise and monitoring floor stock.
- Communicate customer requests to management.
- Assist in completing price changes within the department.
- Participate in year-end inventory and cycle counts.
- Assist in ringing up sales at registers and/or bagging merchandise.
- Any other tasks as assigned from time to time by any manager.

EDUCATION & TRAININGS

- SLC bord of Nepal District Level 1996 from Shree Jeewan Jyoti Secondary High School Syangja Nepal
- VISION 1 Team Spirit, Interpersonal and Effective Selling Skill Blue Saloon -2003
- Barista Training Program Certified Starbucks-2005
- In-Store Learning Coach Certified
- Supervisory Skill Workshop Certified
- Retail Management
- Coffee Master Certified
- HACCP Level 2 In Catering (BVQ/DM-HACCP/23.265.46/005) 2023
- Microsoft Word, Excel, PAR Pixel-point Windows

PERSONAL INFORMATION

- Date Of Birth - 21 July 1977
- Place Of Birth - Syangja, Nepal
- Passport Number - 07848583 Expires on 11 Sep 2034
- Qatar ID/Driver's License - 27752400910 Expires 04-January -2026
- Status - Married

REFERENCE

Mr. Tariq Yousaf HR Ass. Manager

Del Monte Food WLL Doha Qatar +974 66723667

Tyousaf@freshdelmonte.com

Mr. Krishna Sarma

District Manager Starbucks Coffee Qatar

+974 55201319