

A Degree holder in International Hospitality Management (Catering and Food Science) with a gamut experience of 13+ years in Learning & Development and Operations.

**WORK EXPERIENCE**

NY CINEMAS LLP. – REGIONAL MANAGER OPERATIONS		(01 APRIL 2019 – TILL DATE)
PEOPLE & PATRON		
Customer Satisfaction	Executing global NPS calculation methodology across all sites.	
Employee Engagement	Planning, designing, and executing activities for staff recognition and motivation for creating a great atmosphere for work and growth.	
Induction & Training Programs (Staff Orientation)	Designing and executing training programs across all levels at sites and at senior management level.	
Social Responsibility & Brand Awareness	Building customer and community loyalty towards the brand by conducting activities for the customers.	
Growth & Promotions	Drafting and implementing the growth progression path for all the employees at all levels.	
Patron Engaging Activities	Planning activities to boost the footfall at the sites.	
PROCESSES		
Standard Operating Procedures (Formats & Checklists)	Creating station wise processes to be followed by sites and linking them with support department goals to ensure smooth, correct, and complete flow of information through the organization levels.	
Goals & KPI's Operations	Setting up performance indicators. Building strategy around the achievement of the same with the support of respective Business Leaders.	
(Business KPI's follow-ups) Manager Meetings & Reporting	Setting up the process of dividing the site level core responsibilities amongst the site management staff and its regular follow ups frequency, method, and process.	
Site Health (Audits/Mystery Shopper & Internal) & Quality Assurance	Building the site health check process and frequency to ensure quality service to all the patrons always.	
Cinema Pre-operations Setup & Operations Excellence	Building the process of cinema set up i.e. right from the handover from projects to operations and going live.	
Legal & Statutory Compliances	Site level statutory compliances and its regular timely renewals.	
Relationship Management	Building cordial relations with all the required authorities and the developers & owners for smooth functioning of the sites.	
Social Media Management and standardization.	Building a process for site level social engagement with patrons for continuous flow of information and promotions to ensure continuous inflow of patrons.	
PROFIT		
F&B Integration	Researching and Implementing F&B menu and pricing as per market requirements to ensure great menu mix and strike at café.	
Market Positioning & Business Analysis	Strategically positioning the site Ticket price and F&B menu prices to offer great value for money to the patrons.	
Budgets & Expense Control	Planning, managing, and controlling the regional & site level P&L heads to ensure the sites meet and exceed the company set KPI's.	
National Tie-ups	Planning regional and site level tie-ups which directly contribute to the EBITDA of the sites and help boost the profitability.	

<b>CINÉPOLIS INDIA PVT. LTD – LEAD TRAINING</b>		<b>(01 SEPTEMBER 2015 – 04 SEPTEMBER 2018)</b>
<b>TALENT</b>		
Campus Recruitment	Visiting Listed campuses for hiring of Assistant Manager Operations and Unit Head positions for cinema	
Performance Management System	Goal Setting, Mid-Year Review and Year Reviews for employees	
Onboarding & Orientation Process (Cinema & HO)	Planning induction, documentation, and handholding of the employee to understand the organization in terms of business & culture	
Employee Policy	Making & updating policies on timely basis. Travel Policy, Fuel Card Policy and Uniform & Grooming guidelines etc.	

Rewards & Recognition	Designing and execution of Rewards and Recognition framework for Cinemas
Internal Promotions	Developing the candidates for next level through internal training program
<b>LEARNING</b>	
Managers School	Design, Plan, execution, and certification on training procedures
Act Harvard Program	Nomination, Assigning and preparing employees for Leadership Roles
Implementation of International Training Programs	Popcorn & Sales Philosophy
Implementation of ERP PeopleSoft & Success factors	Preparing Gant Charts and Training calendars for PeopleSoft and success factor implementation PAN India
Quality Control	Training Checks and audits, Regional Trainer certifications, Check through Operational audit scores
Budgeting	Planning and controlling the yearly budget for training
Process Designing & Training Calendars	Preparing the modules on processes Planning and Publishing the yearly training calendars for HO and Cinemas
Workshops and Interventions	Identifying the Gaps areas of respective departments Planning and organization the workshops
Fire Safety & Basic First Aid Training	Planning & organizing the training for Fire Safety & Basic First Aid for cinema team
<b>CULTURE</b>	
Engagement Calendars for HO & Cinemas	Preparing and Executing the Monthly engagement for HO & Cinemas (MIC, National Tournaments, Beer Nights, Coffee with Managing Director, Wellness Initiatives – Marathons, Health Checkup Camps etc.)
Operations & Sales Conclave	Planning, Organizing and execution on Operations and Sales agenda
Survey - Learning & Culture	Running the survey, analyzing the gap and preparing the action plan for the organization
Survey - Employee Engagement & Cinema to HO Surveys	Analyzing the Gap areas and preparing and executing the action plan In site to HO survey, a quarterly survey evaluation is published basis the services provided by all departments, out of which L&D as a department has been on top three
Internal Communication	Planning, Designing, and maintaining the calendar for internal communication
Culture & Vision, Mission and Values Cascading	Cascading and developing the plan for Vision, Mission, Values, and culture
Best Employers	Won the best employer for year 2016, content development for Best Employer
Employee Benefit Initiatives	Implementation of the initiatives such as Munchies Monday, Introduction of Water Sippers (Less use of Plastics), Monthly Complementary Tickets for Movies & Health Checkup Camp for
Competency Framework	Mapping and evaluating the competency framework for employees
Change Management	Integration of Two Major Cinema Chains into Cinepolis India Private Limited i.e. Fun Cinemas and DT
<b>SPECIAL PROJECTS</b>	
Crème De La Crème	Hiring, Training, and designing the concept of flagship properties related to customer services
Hogan Certification	A tool to upgrade the existing and future talent pool to enhance the quality of hiring
HRIS	An initiative to become system driven organization from people driven organization
LinkedIn Unification	Empanelment of LinkedIn as one of the most effective sources of hiring

**CINÉPOLIS INDIA PVT. LTD – REGIONAL TRAINER****(01 JULY 2012 – 31 AUG 2015)**

Training	Skill Development Training & Operational Training <ul style="list-style-type: none"> <li>• Team Building, Communication Skills, Leadership Skills</li> <li>• Induction &amp; Onboarding</li> <li>• Training on Process &amp; Policies</li> <li>• On the Job Training</li> <li>• Conducting workshops on special projects (Customer Satisfaction &amp; Operational Audits)</li> </ul>
Pre-Opening Cinema Training	Planning and execution of Pre-opening Training Calendar <ul style="list-style-type: none"> <li>• Training of all the Operative and Admin staff</li> <li>• Staff On boarding, employee personnel documentation</li> <li>• Educating employees on Culture</li> <li>• Practical and theoretical trainings through Gamification, Video Learning</li> <li>• Ensuring 90% of certified employees before the cinema opening</li> <li>• Ensuring the completion of cinema set up (Functional stations, Audis, Lobby, back areas etc.)</li> </ul>
Designing of Processes & Modules	Processes & Modules <ul style="list-style-type: none"> <li>• Understanding the cinema needs and accordingly designing the processes for the smooth functioning cinema</li> <li>• Process validation from respective department before publishing</li> </ul>
Career Development	Growth Plan <ul style="list-style-type: none"> <li>• Designing the growth plan for Admin &amp; Operative employees of Cinema</li> <li>• Tracking of departmental certification and on the job trainings</li> <li>• Preparing the action plan for employee gap areas and training them on modules</li> </ul>
Training Reporting & Audits	Reporting & Audit <ul style="list-style-type: none"> <li>• Weekly, fortnightly, and monthly update on the training status of theoretical and on job trainings</li> <li>• Designing a TPEC tracker to be published on monthly basis</li> <li>• Training Audits, understanding the gap areas and preparing the training plan</li> </ul>

**CINÉPOLIS INDIA PVT. LTD – ASST. MANAGER OPS****(01 JULY 2010 – 30 JUNE 2012)**

Cinema Operations	<ul style="list-style-type: none"> <li>• Overall level of customer satisfaction</li> <li>• Managing Social Media page of the company</li> <li>• Holding controllable P&amp;L line items within budget &amp; reconciling the monthly P&amp;L</li> <li>• Inventory, COGS Control and analysing the Sales Mix</li> <li>• Implementation of new product and procedures</li> <li>• Analysis of Market Share &amp; Competition Tracking</li> <li>• Gathering customer feedback and understanding patterns, trends initiating specific action to continuously improve total customer satisfaction</li> </ul>
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**CINEMAX INDIA LIMITED – ASST. MANAGER OPS****(01 JULY 2008 – 30 JUNE 2010)**

Cinema Operations	<ul style="list-style-type: none"> <li>• Overall level of customer satisfaction</li> <li>• The QUALITY &amp; SERVICE result of the cinema</li> <li>• Holding controllable P&amp;L line items within budget &amp; reconciling the monthly P&amp;L</li> <li>• Planning for promotions</li> <li>• Recruitment and retention of an adequate staff</li> <li>• Implementation of new product launch and procedures</li> <li>• Team Handling and making duty rosters</li> </ul>
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## NITIN GUPTA

### ACADEMIC QUALIFICATION

Degree / Qualification / Certification	Institute	Year
Leadership Program	Harvard Business Publishing	2016
International Hospitality Management	Degree in International Hospitality Management (Catering and Food Science) from Queen Margaret University, Edinburgh	2008
Hotel Management	Diploma in Hotel Management from International Institute of Hotel management, Kolkata	2008
Senior Secondary School	Sri Baba Mastnath Sr. Sec Public School, Rohtak, Haryana	2005
Higher Secondary School	St. Vivekanand High School, Rohtak, Haryana	2003

### PERSONAL INFORMATION

Date of Birth	28 September 1987
Gender	Male
Language Known	English, Hindi & Punjabi
Marital Status	Unmarried
Permanent Address	H. No: 196/1, Ward No: 17, Vijay Nagar, Jhajjar Road, Rohtak – 124001, Haryana
Communication Address	H. No: 329, First Floor, Sector – 17 A, Main Huda Market, Gurugram – 122002, Haryana

**Date:** 08 August, 2021

**Place:** Gurugram, Haryana