



## Sophia

She has 24 years of experience in Operations and Learning & Development in Food retail industry and telecom. With a management degree, she has added value to people's roles through training and professional development. Sophia has built and headed teams, and constantly engaged with employees to enhance customer service.

As Learning and Development Head at Lite Bite Foods Pvt. Ltd. and Nando's, she was responsible for creating a training and leadership competency framework at all levels, built around brand values and ensuring that all new employees are familiar with this process. She was active in motivating people and upgrading leaders all across the profit centres; and thereby ensuring retention of trained professionals.

Areas of Sophia's expertise include: Developing programs based on business needs, creating SOPs (Standard operating procedures), manuals, checklists, forms & formats for brand management; training at all levels i.e., crew training and mapping, supervisory training - learning to lead. Leadership training for managers and training all the employees to deliver excellent customer service & multitask. She conducts soft skills and attitudinal training to enhance customer service. She plans and executes rewards and recognition programs for staff motivation. She believes in making a Brand – Profit centre 'Process Oriented' rather than 'People Oriented'.