**Tamer**

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| OBJECTIVES: | **Looking for a challenging career in the Retail field of sales &** **Customer service to further enhance my experience.** |

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| **EXPERIENCE:**  **Feb2011 - Present**    **Feb2007–Feb 2011**  **Aug2005- Jan. 07**  **Sep 2004- Jul 2005**  **Jun2000- Aug2004** | Starbucks Coffee – AL-shaya U. A. E  ASSISTANT MANAGER – STORE IN CHARGE   * Work with other management personnel to plan marketing, advertising, and any special restaurant functions. * Increase sales and reduce costs through different ways by:   \*\*suggesting new ideas for customers as replacing the possible disposables items with solid containers for multi-use and cost reduction.  \*\*suggesting and recommending seasonal and low cost high profit beverages for customers.  \*\* Controlling employees cost.  \*\*Controlling the MIE cost (electricity, communications, stationary)   * Applying the financial policy of the company for operating the store and with employees by watching performances and watching the closing shift procedures. * Provide business plan for achieving the annual budget distributing on weekly basis and assigning targets for every member in the staff with the proper courage tools to achieve such as the tool and incentive tool. * Monitor actions of staff and customers to ensure that health and safety standards and regulations are obeyed. * Keeping statistical and financial records * Review and monitor, with bookkeeper or other financial personnel, expenditures to ensure that they conform to budget limitations. * Evaluate health and safety practices against standards. * Direct hiring, training, and scheduling of food service personnel. * Greeting and talking with customers, getting feedback regarding both items offered on the menu and service to the customers. * Developed and maintained exceptional customer service standards. * Ensuring Health & Safety and also hygiene procedures & standards are maintained. * Communicating with the central warehouse for all the stock requirements and monitor the stock levels and oversee purchases. * Responsible for accurate Management of all transactions during service. Managing staff schedules, stock & wastage levels.   Pizza Hut Kuwait Food Co. – UAE (Americana)  Assistant Manager – STORE IN CHARGE   * Carry out administrative function such as inventory report, staff attendance, crew deployment and, stock preparation * Maintain the outlet performance, organize some concerts or birthdays and staff celebrate with customers * Make sure the customers will reach to the maximum point of full satisfaction and happiness with their friends in their prefaerred place. * Ensure annual work plan to carry out the annual budget allocating particular amounts of money, as it is planned, for the expenses needed each week throughout the financial year. * Ensure presenting the highest degree of quality regarding the service standards, food and beverages through a close observation of the employees in order to perform the necessary evaluations needed to assure the quality of the product. * Ensure all necessary material and elements required by communicate and coordinate with the company WH and suppliers. Receive the orders, checking their quantities, expiry dates and storing them in their specific places. * Ensure increase the profit by increasing sales and decreasing expenses,by saving wrapping when served inside the shop, suggest any product with lower cost and higher profit. Reduce the office tools, phone bills and electricity bills. * Follow the required specifications and recommendations decreed by the state's food control agency, write down my observations, check the cooling equipment, refrigerators, temperature, products and expiry dates. * Organize the schedule of the week and allow the employees to have their week off and define the priority regarding the annual vacation of each worker. * Organize a meeting for the employees of each shift daily to specify the day goals and Give each worker particular tasks to perform and encourage each one of them to do his best. * Help the employees during peak times, particularly at the places that have much crowd, by greeting the customers who stand in lines, help in taking and serving orders, help in cleaning tables.tc. * Carry out a training plan for each employee to develop his skills and then put him in the promotion plan in case he proves to be well qualified and skilled. Organize a training plan for the newly hired workers. * Supervise team member in order to achieve total guest satisfaction through proper service procedures.   T.E.N Tours Co.  Asst. Sales Manager  Camera Show Co.  Manager account – (Upper Egypt)  Bank Misr  Direct Sales Excutives | |
| **Education:**    **2001**    **1996-2000**  **QUALIFICATIONS:**  **Knowledge:**  **Personal Information:**  **Reference:** | | **Future Generation Foundation Cairo , Egypt.**  A three month intensive course in general English(Listening, reading, writing and speaking), businessEnglish (letters, faxes, memos, CVs and presentation Skills) and computer Skills.   * **Faculty of Commerce Cairo University, Giza, Egypt.**   B.Sc. of Commerce. Major: Accountancy.  Courses & Confernces:  **-** Retail Management Training Progam Starbucks – Alshaya  **-**  Communicating About Performance Starbucks – Alshaya  **-**  manageing the priorities Starbucks – Alshaya   * Monthly P&L (PROFIT AND LOSS ) Pizza Hut – Americana * Hwwt baisc - Last baisc Pizza Hut – Americana * C.H.A.M.P.S - Customer Mania Pizza Hut – Americana * Communication Skills March 2005 * Relationship Sales Skills March 2005   + - Ability to work well under pressure. * Good at English. * Ability to learn new tasks quickly. * Proficient in the use of Microsoft Office software. * Ability to work independently and as a cooperative team member. * Patient, Cooperative and hard worker. * Possesses good leadership skills. * Computer literate wide knowledge on Microsoft office and Oracle and Busines Objects(jubiter and micros System) * Knowledge on Sales Forecasting, Labor Analysis and Stock Level System * Completed Training on (BASIC FOOD SAFETY, HOST TRAINING PROGRAM). * COSTUMER MANIA MINDSET, BUSINESS SKILLS, LEADING A SHIFT AND LEADING A RESTAURANT modules * Date of Birth : May 7th, 1978 * Place of Birth : Cairo, Egypt * Gender : Male * Nationality : Egyptian * Marital Status : Married * Military service : Exempted * Diving Licence ( AVAILABLE)   Available upon request**.** | |