**Career objective**

Looking for a challenging career with a fast paced and growing professional organization which can utilize my relevant skills, experience and education to their fullest and provide me with ample opportunities for learning, growth and career development.

* ***Honors and Achievements***
* As Director Operation got ‘Excellent Caterers and Decorators’ registered in Elite panel of Service Providers for President and Prime Minister House of Pakistan.
* Honor to serve dignitaries like Prince of UAE, Saudi Arabia and King of Bahrain.
* During my tenure in DA Country & Golf Club, manage Mega Events like Pepsi Battle of Bands, Jagjit Singh Ghazal Night, Sonu Nigam Concert etc. where more than 40000 guests were present.
* Developed the Home Delivery System for Pizza Hut Pakistan, who are the pioneers of Home Delivery of Food in Pakistan.
* Received Letter of Appreciations from various prestigious organizations like Pakistan Customs, Jang Group of Companies, Events and Conference International Pvt. Ltd. etc. for providing excellent services and delivering beyond expectations.
* Recommended by Head of Department (Pizza Hut Pakistan) for ‘Outstanding Performance Award’.
* Involved in successful launch of Mc Donald’s in Pakistan along with the management of Mc Donald’s International.

***Experience***

**Excellent Caterers& Decorators / Restaurants /Industrial Catering Services**

**Event Management Services 2005 – Till Date**

**Position As Director Operations**

* Managing and ensuring smooth delivery of events within allocated budget and timelines.
* Maintaining an accurate and up to date Purchase Ordering System for the procurement of event stock and infrastructure. Ability to manage personnel and meet financial targets.
* Ensuring all event requirements are understood and communicated to allow forward planning, sensible purchasing and to facilitate the delivery of project.
* Leading, supporting and developing the team so that they can fully understand the customer requirements and deliver it accordingly and do strong follow-up on it till the event done.
* Maintaining positive working relationship within the team for the successful delivery of the events.
* Leading by example in customer service by being available at all times to handle client enquires.
* Analyzing event performance by taking customer feedback and take necessary measures if required.
* Encouraging creativity and innovation, particularly when designing new products for our customers.
* Keeping a good eye on competitor and competitor products and services

**Defense Authority Country & Golf Club**

**Hospitality & Event management 2002 – 2004**

**Club House Manager**

* Developing an operational budget for each of the department.
* Assuring that all standard operating procedures for revenue and cost control are in place.
* Increasing level of food service quality and enhancing overall ambiance of member dining experience.
* Help in planning internal marketing promotion activities for the food and beverages department.
* Attending House committee meetings and ensure integration and co-ordination of all social events.
* Managing the overall operation of Club House.
* Assures the effective orientation and training for new staff and professional development trainings for experienced staff are planned and implemented.
* Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards consistently met.
* Greets guests and oversee actual service on a routine, random basis.
* Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.

**Mc Donald’s International**

**RESTAURANT MANAGEMENT 1997 – 2000**

**1st Assistant Manager**

* Leading and managing the entire team to ensure smooth operation of branch.
* Conduct training of the crew, trainee managers and second assistants on Workplace Safety policies and procedures and security.
* Assist in complying and presenting performance reviews based on defined goals and objectives for crew and assistant managers.
* Conduct management meetings in the absence of the restaurant manager.
* Maintain Quality Service and Cleanliness levels in the restaurant at all times.
* Respond to changes in volume patterns and promotional activities and make adjustments as needed to ensure operational standards are maintained.
* Undertaking inspection and testing on plant and equipment.
* Managing financial resources and increasing productivity of the branch.

**Pizza Hut Pakistan Inc.**

**RESTAURANT MANAGEMENT 1996 – 1997**

**Supervisor Delivery Services**

* **First Delivery Department Supervisor of Karachi Pakistan**
* **Mapping ,Training, Customer Handling ,Focus on Re-Back customer & Co-Operate Clients**
* **Promoted as a floor manager of front of house & back of house (BOH) (FOH)**
* **Planning for Market Share with G.M, & Director Management in Slow Months. Etc**

Successfully **Shangri-La Resorts & Hotels Pakistan**

**hospitality management 1991 – 1994**

**Food & Beverages Manager**

* Responsible for the day to day operation of the food & beverage department and all his sections.
* Responsible for the standards of service delivered to the guests in the rooms, dining halls, buffets and all other food & beverage outlets.   Participation & input towards food & beverage marketing activities .
* Maintains the highest level of sanitation throughout all food and beverage areas as prescribed by Management.
* Participates in the daily preparation of meal times scheduled of all F&B areas in accordance with the company´s instructions. Possess excellent forecasting and budgeting skills.
* In order to enhance creativity, plan new menus along with culinary team.
* managed the Delivery Team of operators, dispatchers and delivery boys.
* Ensures guest menu distribution and sales strategy to maximize revenues.
* Make sure deliveries are made on time and accurately
* Contact customer to confirm their delivery date, address and product being delivered or installed.
* Ensure proper product handling procedures are being followed.
* Planning and monitoring budgets and expenditures
* Gather customer feedback and identify patterns and trends, initiating specific actions to improve customer satisfaction.

**Education**

 **Preston Institute of Management Science and Technology Karachi**

* Bachelors of Business Administration (BBA) **2002 - 2006**

**personal information**

* Date of Birth: 6th June 1972
* Nationality: Pakistan
* Religion: Islam
* Marital Status: Married

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 **Gulfjobseeker.com CV No:** **1521612**