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# **OBJECTIVE:**

Seeking excellent growth in career have keen interest to work with brilliant mind for obtaining challenging position to utilize my skills and tribute to the fullest potential so where I can utilize my extensive experience.

# **Summary of Qualifications:**

* + 12 years qualifying experience of Hospitality, Hotel Management
	+ Easily adaptable to new responsibilities and challenging tasks
	+ Work well independently and as a member in a team
	+ Excellent communication skills in English & Urdu
	+ Proficient in Windows, Word, Excel, Power Point and Internet

# **Work Experience:**

* **FOOD INN INDIA, South Africa**

**MANAGER** (From 2010 to 2013)

* Managing the entire staff of the restaurant and coordinating their work
* Responsible for increasing the business of the restaurant
* Analyze and plan restaurant sales and organize marketing events and promotional plans accordingly
* Generating detailed daily, monthly, quarterly and yearly reports on business, staff, and profit
* Set budgets and execute plans for department sales, product purchase and staff development
* Coordinating and managing the entire operation of restaurant by scheduling shifts
* Provide customer support by resolving their complaints about service or food quality
* Meeting and greeting customers and organize table reservations
* Recruiting, training and motivating staff
* Maintain high standard quality hygiene, health and safety
* **SPUR STEAK & RANCHES, South Africa**

**WAITER** (From 2007 to 2010)

* Providing a warm welcome for customers.
* Receive food & drink orders & serve customer requests to the standards required.
* Serving dishes to customers at tables.
* Learning the names of & building relationships with regular customers.
* Ensure timely delivery of all food & beverage items to customers.
* Understand menu content and keeping up to date with any menu changes.
* Making recommendations from the menu if requested.
* Answer guest queries in a polite and helpful manner.
* Clearing cutlery and dishes away from tables.
* Passing food orders through to the kitchen staff promptly.
* Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.
* Full product knowledge of all menu items and hotel facilities and services.
* Check on customers asking if they are enjoying their meals and service.
* Ensuring the food service area is left clean and tidy once all the guests have left.
* Relaying, preparing and setting tables for the next guests.
* Looking after guests with special needs i.e. dietary requirements, allergies, mobility etc.
* **SPUR STEAK & RANCHES, South Africa**

**FLOOR MANAGER**  (From 2007 to 2010)

 Ensuring the highest standards of food and beverage service.

* Keeping control of food and labour costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in-depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Maximizing all business opportunities to drive sales.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Liaising with the Head Chef to discuss and develop the menu.
* Overseeing client bookings & reservations.
* Organising the daily and weekly rotas for the Restaurant’s staff.
* Purchasing stock, supplies and negotiating best prices with trade suppliers Ability to create a great atmosphere & be a inspirational host.
* Monitoring sales and then writing informative reports for the restaurant owners.
* **MUG & BEANS COFFEE SHOP, South Africa**

**WAITER** (From 2003 to 2006)

* Providing a warm welcome for customers.
* Receive food & drink orders & serve customer requests to the standards required.
* Serving dishes to customers at tables.
* Learning the names of & building relationships with regular customers.
* Ensure timely delivery of all food & beverage items to customers.
* Understand menu content and keeping up to date with any menu changes.
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# **Educational Qualifications:**

* Matric (Science) from Karachi Board in 1998
* Intermediate (Commerce) from Karachi Board in 2000

# **Computer Courses:**

* 1 year Diploma of Information Technology (DIT) from NCR

# **Personal Data:**

Date of Birth : 15-10-1982

Marital Status : MARRIED

Religion : ISLAM

Nationality : PAKISTANI