**First Name of Application CV No:** **1651158**

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**CAREER OBJECTIVE:**

More than 15 years of working experience as a supervisor. And now looking forward to obtain a Restaurant Manager position on prestigious café or restaurant with guaranteeing warm guest relations, serving passionately and improving service steadily to ensure recurring business and maintain a sound image of employer.

**PROFILE SUMMARY:**

* Customer oriented individual, loyal and dedicated person driven to succeed in any position.
* Excellent knowledge of principles and practices of employee supervision, including work planning, assignment and review on the training of staff in work procedures.
* Extensive knowledge of policies, procedures, equipment, materials and supplies related to the operation of facilities.
* Knowledge of techniques for effectively dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
* Exceptional organizational and time management skills with attention to detail.
* Strong principles and practices of supervision. recruiting, training and supervising staff
* promoting and marketing the business
* ordering supplies & overseeing stock levels
* handling customer enquiries and complaints also greeting and advising customers
* preparing and presenting staffing/sales reports, setting targets, keeping statistical and financial records
* handling administration and paperwork along with assessing the improving profitability
* liaising with customers, employees, suppliers, licensing authorities, sales representatives etc.
* making improvements to the running of the business and developing the restaurant recruiting, training and supervising staff
* agreeing and managing budgets
* promoting and marketing the business on planning menus and taking strategical reservations for VIP and Guest
* ensuring compliance with licensing, hygiene and health and safety legislation/guidelines

**WORK EXPERIENCE:**

**Supervisor (May 2011 – February 2016)**

**Emirates Airlines (Dnata) UAE**

* Provides leadership and direct supervision to a team of staff, to ensure the accurate processing, storage and dispatch of a specific load and/or equipment, in line with service delivery targets and schedules, and within the boundaries of safety and regulatory requirements.
* Plans and executes the workload for a specific activity by closely monitoring the flight schedules. Briefs team members, delegate’s tasks and oversees activities to ensure the safe and effective dispatch of inbound/outbound cargo, baggage, and/or ULDs to the respective sortation areas. Briefs team members on special carriers handling instructions, and assists the Supervisor to promote best and safe practices at work.
* Strictly complies with all relevant company Standard Operating Procedures, Work Instructions, and Airport Authority Standards and Regulatory requirements. Responsible for all safety issues (including Dangerous Goods) and ensures that all team members comply with the laid down safety regulations at all times. Immediately reports to the Supervisor any damage to aircraft, equipment or any injury to a team member.
* Effectively liaises with all concerned sections to ensure that necessary information and adequate serviceable handling equipment is available on time.
* Carries out on-going performance management by undertaking reviews & assessments, identifying training needs and coaching and supporting the on-job-training of all team members.

**Outlet Manager (August 2006 – April 2011)**

**Hediard Café UAE**

* Ensure that the outlet operations and brand guidelines are adhered to as required by the company and the franchise standards.
* Oversee system transactions and control the voiding system, opening & cash out procedure, system reconciliation, and daily banking procedure.
* Handle customer queries /comments to ensure customer satisfaction and delight.
* Prepare monthly sales reports and weekly profit & loss statements and provide relevant feedback and suggestions to the Area Manager to maximize operational efficiency.
* Seek new opportunities to drive and create additional sales
* Maintain optimum stock levels to ensure smooth running of operations to cater to customer demands.
* Maintain hygiene standards and monitor regular quality checks for the outlet.
* Participate in staffing requirements for the outlet to ensure the right caliber of staff is selected to meet company objectives. Also manage staff schedules to ensure optimum staffing at all times.
* Communicate effectively with the team, passing on all relevant information at the right time. Guide, train, develop and motivate subordinates to achieve their objectives and work to their best potential to perform effectively on the job.
* Gather market intelligence and provide feedback to enable the Area Manager to plan future strategies and action plans to stay ahead of competition, increase sales and capture a large share of the market.

***Assistant Manager (March 2003–2006)***

***Coffee Bean & Tea Leaf UAE***

* Produced daily sales reports from the cashier’s maintenance of sales log book
* Increased sales by upgrading store retail products.
* Conduct the monthly inventory of products and submit the report to the management
* Providing customer with excellent quality of products and a fast and personalized service
* Supervising the store staff and environment in order to maintain the quality of service and product
* Counseling team members.
* Training new join team member.
* Disciplining team member, when it’s necessary to demonstrate positive service circumstance.

***Supervisor (March 1999–2003)***

***Le Matin Group of restaurants UAE***

* Daily supervision, coordination and direction of all colleagues. Leading.
* Ensure proper implementation of policies in all aspects of the operation.
* Analyzing sales and stock figures, and writing financial report.