**First Name of Application CV No 1681074**

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**Career Profile:**

Restaurant Manager with a successful track record overviewing day to day functioning of my Outlet.As i now seek to build my career as an Accomplished Restaurant Manager,wherein my extensive customer service skills will prove beneficial towards the growth of the organization.I am Confidant, Hardworking, Motivated, Flexible ,Dependable , Solution oriented, and possess good Communication Skills. As i possess the eagerness to learn new things and the ability to make practical use of the knowledge acquired.

**Summary of Skills:**

* More than 11 years of progressive experience in handling customers,retaining old customers and building a new customer base.
* Proficiency in both oral and written communication skills.
* Effective Planning, Organizational and Time Management skills.
* Skilled in building and maintaining good relations with vendors,goverment officals,and other members of the business community.
* Multi –Tasking with ability to work under pressure.
* Motivated and Sales Oriented.
* Patience ,Enthusiastic with Excellent Administrative Skills.
* Analytical / Research Skill –identifying,improving,scrutinizing and streamlining working process.
* Multicultural Sensitivity –being able to build a rapport with diverse workforce in multicultural settings.

**As i summarize my skills i take pleasure in letting know that i utilized my skills to effectively manage my outlet of Nandos Burj-Downtown with great success.**

**Education Qualifications :**

|  |  |
| --- | --- |
| Graduation | Bachelors in Commerce,Specialization in Business Management from DMC college Goa-April 2002 |
| H.S.S.C | St Xaviers college-October 1998-commerce |
| S.S.C | St Brittos High School ,March 1996 |

**Work Experience:**

* **Restaurant Manager – Nandos Burj-Down Town (May 2013-April 2015)**

I started as an Assistant Restaurant Manager with Nandos in may 2013,i worked as an ARM at Nandos DIC and Nandos SZR.In May 2014 during my stint as an ARM with Nandos SZR, i was given an opportunity to be incharged as an ARM of Nandos Burj Downtown,as the outlet did not have a Manager.With just a supervisor and my FOH team and BOH team,i perfomed my Duties to my best ability,thus gaining confidence from my seniors and eventually being made the Restaurant Manager for the outlet.Having had a very successful New years eve night only added to my performance-having for that night a record breaking sales compared to the pass 6 years.

**Responsibilities:**

* Managing the Day to Day functioning of the Restaurant.
* Ensuring S.O.P’s are followed.
* Controlling and Avoiding Wastages.
* Staff Scheduling and maintaining Staff planner.
* Keeping the Dubai Muncipality File updated.
* Scheduling regular staff training and refresher courses on S.O.P’s.
* Having regular one to ones with my team apart from group meetings,with regard to improvement at areas of concern.
* Keeping daily,weekly,monthly targets-so that we are on the correct path in achieving our monthly sales.
* Outlet maintenance –co-ordinating with the maintenance team as and when required ,personally monitoring works undertaken by them as and when needed.
* Scheduling Pest Control, Kitchen Hood cleaning .
* Updating Reports daily, weekly,monthly.
* Streamlining working environment at the outlet.
* Building and restoring existing customer base.
* Developing home deliveries, building strategies to gain a market share in deliveries around downtown.
* Complying with local laws.
* Staff Appraisals
* Keeping myself updated on daily,weekly,monthly ordering as to be aware of stock in hand to avoid under stocking or over stocking of products thus keeping a tab on our monthly budget.

*And above all developing a fine-casual dining experience for our customers.*

**Accomplishments:**

Regular Reviews:

Regular reviews received from customers with regards to quality of service and food served at my outlet only made my case stronger to get promoted from an ARM to a Restaurant Manager.

Increased Sales - Record sales:

Dec 31-2014,under my supervision and management the store achieved its highest sale in its 6 years history.As the person incharge,it gave me the space to plan ,analysize,and put down a floor plan, as to how i would go about the evening.With carefull planning,coordination,delegation and support from my team ,we were able to achieve our target.On regular basis we were able to increase our sales figures especially on weekends.

Increase in Deliveries:

Due to careful planning and analyzing the pass records of deliveries on daily basis,i was able to bring a consistant growth in delivery numbers on a daily basis. calling up customers after deliveries,and those who had not ordered for a long time helped in the re-building of deliveries around downtown.Introducing deliveries on cycle led to a rise in delivery orders.

**Skills Used:**

Ownership- My stint at our family business helped me grow and perform. I use to work at Nandi’s with the same mind frame of ownership.

Confidence: With customers has always been my charisma on florid love interacting with customers, visiting tables personally, this helped me build a loyal customer base for my Outlet and Brand.

Selling: Coming from a family that owns a business from a young age I have learned to sell, so during briefings I encourage my staff to up sell encourage them to speak about the menu, that itself will up-sell and cross sell.

Accountability: I used this to get the best out of my staff; driving in them a sense of ownership, by delegating duties to them it drives into them a sense for growth in terms of promotion.

* **Family Owned Restaurant Cafe Orange Boom-Goa-Oct 2002 to April 2013.**

The Restaurant I worked specialized in serving English Breakfast, and the service style was American,pre-platted service.The menu was made up of waffles,pancakes,eggs of one’s choice,sandwiches,coffees-tea,juices. Since Goa being a tourist destination our customers consist of Western tourist. This exposure gave me confidence and since it is a family owned business i had an opportunity to look into every aspects of the business thus laying for me the foundation to grow as a Restaurant Manager.

**Responsibilities:**

* Maintaining good relations with vendors and suppliers.
* Ensuring smooth and efficient execution of service to customers.
* Practical solutions and executable action plans as and when required based on situations.
* Keeping in mind the cultural sensitivity and respect for diverse belief’s and cultures,as staff come from different religious backgrounds.
* Work with staff and manage the orders placed with ease even during peak season.
* Keeping a close watch on the cleanliness and hygiene of the restaurant and entire Ambience.

**Additional Information:**

1. **Person- in-charge**

* Date of issue: 30th July 2013
* Expiry Date: 29th July 2018
* Company Name: AFS by Specifico and Co.Q.C
* Trainee Name:Abeer Al-Jundi

1. **Fire Fighting and First aid Course**

* Held at International Health and Safety Training Center,Healthcare City Center
* Date of Completion: 18th July 2013

**Personal Information:**

* Date of Birth: 6th February 1981
* Marital Status: Separated
* Religion: Christian
* Date of issue: 15/10/2014
* Date of Expiry: 14/10/2024
* Interest: Travelling and Learning new things.
* Strengths: Faith in God-strive to face every challenge with him as my support.

**Extra-Curricular Activities:**

* Basic course in Electricals.
* Basic Knowledge through Aptech Computers.

I look to grow in this industry, grow in knowledge ,grow in confidence, i am motivated and positive .Passionate about my job always.

I will be visiting the UAE early next month –May 2016, on a visit visa, would request for an appointment to share my experience and knowledge from this Industry.