# MUHAMMED

**PERSONAL SUMMARY**

An enthusiastic manager with drive, determination and a proven ability to ensure that a restaurant operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and service and also present a positive and fashionable image of the business. Extensive knowledge of the hospitality industry, it’s working practices, recruitment, pay, conditions of employment and diversity issues

Now looking for a new and challenging managerial position, one which will make best use of my existing skills and experience.

**Professional Work Experience:**

**VETRA INVESTMENTS LLC, UAE** (Fatburger, baja fresh & buffalo’s café)

Duration: January 2015 to till date.

Position*:***RESTAURANT MANAGER**

Duties & Responsibilities.

* Responsible for the business performance of the restaurant.
* Coordinating the entire operation of the restaurant during scheduled shifts.
* Managing staff throughout their shift and providing them with feedback
* Responding to customers complaints
* Ensuring that all employees adhere to the company’s policy.
* Works on financial transactions and monitor budget to ensure efficient operation and to make sure expenditure stays within the budget limitations
* Working with my team to create new ideas & promotions resulting in increased opportunities for food & beverage sales.
* Ensuring that the restaurant maintains a first class positive visual impact including: Ambience, Cleanliness, Orderliness, and Decor & Service Flow.
* Checking stock levels and ordering supplies.
* Creates and modifies spread sheets for restaurant reports assisting finance department with daily banking and financial works.
* Helping in any area of the restaurant when circumstances dictate.
* Maintain high standards of quality control, hygiene and health and safety.
* Creating and executing plans for department sales, profit and staff development.
* Setting budget and/or agreeing them with senior management.
* Planning and coordinating menus.
* Manages the pre-opening and opening of the restaurant
* Analyzing and planning restaurant sales levels and profitability.
* Organizing marketing activities, such as promotional events and discount coupons.

**McDonalds UAE**.

Duration: September 2010 to December 2014

Position: **AssistantManager**

Duties & Responsibilities.

* working to ensure standards of hygiene are maintained and that the restaurant complies with health and safety regulations
* Ensuring high standards of customer service are maintained
* Implementing, and instilling in their teams, company policies, procedures, ethics, etc.
* Handling customer complaints and queries
* Devising and marketing promotional campaigns
* Preparing daily, weekly and monthly reports
* Managing staff in the restaurant outlet
* Trained and evaluated the staff throughout the career
* Preparing staff weekly schedule

**Computer Proficiency**

* Excellent knowledge of Windows XP, Window 7& 8
* Microsoft Office( word ,excel, PowerPoint)

**Academic Qualification**

* BSc. Hotel management and catering science 2006-2009
* Higher secondary (commerce) 2004-2006
* Secondary School Leaving Certificate .(S.S.L.C) - 2004

**Languages Known**

* English, Hindi, Malayalam

**Personal Strengths**

* Self-confidence and motivation.
* Enjoying challenging work environment.
* Excellent communicator
* Passion
* Energetic

**Personal Details**

Date of Birth : 02-07-1989

Age : 26

Nationality : INDIA

Marital Status : SINGLE

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