

Syed

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**Objective**

I have background in Food & Beverage, Operations, Customer Service, Food Safety, and Administration

I have been working with Famous brands like Nando’s, Pizza Hut and Applebee’s am looking for new job as Shift Manager/ Assistant Manager or Restaurant Manager

**Profile Summary**

* Highly Professional Manager with over 5 years UAE experience in Hospitality Industry Expertise in Food &Beverage Operations, Customer Service and Administration Management
* Highly intuitive with inventory control and money saving strategies Proven track record for meeting and exceeding expectations while working within strict guidelines.
* Able to inspire others to work at their highest-level .People oriented facilitator, entrepreneurial and creative
* Outstanding work ethic combined with excellent leadership and customer service skills with the ability to manage and motivate staff to achieve results

***Experience***

[**Shift Manager**](https://www.linkedin.com/title/outlet-manager?trk=mprofile_title) **Applebee’s Restaurant, Abu Dhabi, UAE October 2013 – June 2015**

**Responsibilities**

* Planned, identified, and delegated appropriate responsibilities to store partners to ensure smooth flow of operations.
* Monitored and managed store-staffing levels to ensure partner development and talent acquisition to achieve store operational goals
* Provided partners with coaching, feedback, and development opportunities, which resulted in an environment where partners are valued and sales increased
* Spearheaded the development of action plans and instructed the team to implement them to meet and exceed operational and organizational objectives.
* Read and interpreted profit and loss statement monthly and quarterly to evaluate business leading to increased productivity.
* Exceeded yearly target for the quality assurance audit score

[**Shift Supervisor**](https://www.linkedin.com/title/shift-supervisor?trk=mprofile_title) **Nando’s Restaurant Dubai, UAE December 2010 – January 2014**

**Responsibilities**

* Consistently achieved store sales targets for different outlet, including highest sales records for different stores, and successfully, participate & organize different stores new openings.
* Effectively managed daily, weekly, monthly, and quarterly financial reports & Monitored Cash handling functions & procedures
* Maintaining final accountability for store operations, staff development and financial contribution
* Contributed towards store profitability by utilizing opportunities to increase sales, manage appropriate inventory and cost of goods control, and control labor costs.
* Monitor & ensure Operations compliance with, Health & Food Safety Standards.

[**Shift Supervisor**](https://www.linkedin.com/title/shift-supervisor?trk=mprofile_title) **Nando’s Restaurant Karachi, PAK March 2004– December 2008**

**Responsibilities**

* Collaborated with Restaurant manager to achieve targeted store goals
* Showed support and provided encouragement to help partners accomplish goals.
* Implemented corporate strategies to support business objectives
* Led daily operations including but not limited to preparing deposits, directing staff according to customer flow and food protocols, creating an excellent customer environment, and daily preparation and serving of food products.
* Ensured operation tasks were done in a timely and efficient manner
* Proven efficient in daily cash management

[**FOH Supervisor**](https://www.linkedin.com/title/shift-supervisor?trk=mprofile_title) **Pizza Hut Restaurant Karachi, PAK January 1997– February 2004**

**Responsibilities**

* Accepted payment from customers and made change as necessary.
* Assisted diners with seating as needed.
* Assisted co-workers
* Checked patrons' identification to ensure that they met minimum age requirements for consumption of alcoholic beverages
* Checked the quantity and quality of received products
* Greeted customers in the restaurant, took and rang up orders, handled payment and thanked customers.

**Academic Education**

* Intermediate(Commerce) from Board of Intermediate Education Karachi)

**Professional Qualifications**

* Diploma in Hospitality Management (ALISON ONLINE Diploma)
* Expert for excellence Service (Pizza Hut)
* Customer Mania Mindset Training (Pizza Hut)
* Food Safety & Hygiene (Pizza Hut)
* Nando’s Management Training
* Applebee’s Management Training
* Food Safety Training UAE

**Vista Status**

* Visit visa Valid till 7th February, 2017