### *Junaid*

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Junaid.331411@2freemail.com

# CAREER HIGHLIGHTS

* Combination of Management Excellence with Teaching Background.
* Excellent Analytical Capabilities coupled with sound and multiple educational disciplines.
* Excellent people Management Skills.
* Experience of managing teaching institutes.

#### PERSONAL INFORMATION

Date of Birth : June 13, 1986

Religion : Islam

Status : Single

 **MBA ( Marketing )**  Punjab University.

 **B.com** Punjab University.

 **I,Com** Lahore Board of Intermediate.

 **MATRICULATION** Lahore Board of Intermediate.

*EXPERIENCE*



 **02 years working As Senior Restaurant Manager Dubai, UAE 2014 to till**

**Job Description**

* P&L, food cost, and Employees salaries preparation
* Handling Restaurant and assigning designated tasks.
* Ensuring customers 101% satisfaction.  .
* Responds to complex customer inquiries and customer issue, which have been escalated.
* Balance cashier at the end of the shift makes adjustment as needed and prepare the bank deposit for pick up the next day.
* Ensureregister/counterareasareneatandstockedwithnecessarysupplies.
* Coach team and empower to be customer maniac’ Attitude.
* Monthly and weekly reports like sales forecasting, labor scheduling and employee files.
* Interaction with customer or gust to learn about service or experience of the point of view.
* To achieve goals and ready for peak hours.
* Following manager routines before, during and after the shift.
* Deployment of tasks to help relive and help out bottlenecks.
* Handle home delivery and take away and dine in service during shifts.
* Handle training schedule and training sessions for new hired employees

**02 years working with Texas chicken as restaurant manager**

**Dubai, UAE 2012 to 2014**

**Job Description**

* P&L, food cost, and Employees salaries preparation
* Handling Restaurant and assigning designated tasks.
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* Responds to complex customer inquiries and customer issue, which have been escalated.
* Balance cashier at the end of the shift makes adjustment as needed and prepare the bank deposit for pick up the next day.
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* Coach team and empower to be customer maniac’ Attitude.
* Monthly and weekly reports like sales forecasting, labor scheduling and employee files.
* Interaction with customer or gust to learn about service or experience of the point of view.
* Cash Management Safety and Security Local Sales Marketing Hospitality Management Business Management Receiving and Storing Staff Management CHAMPS Certification Finance for NON finance
* Customer Service Communication Skills
* Lobby Management Crisis Management Customer Mania Plus NCR System Restaurant Management Food Hygiene \
* Leader Ship & Recognition Post Mix System BMT BFH, GHP, HACCP, PIC Train the Trainer
* Handle training schedule and training sessions for new hired employees

**06 year working experience with KFC (Kentucky fried chicken) Up to RM 2005 to 2011**

* Responsible to provide the best services to our loyal customers. Responsible to ensure F&B standard and procedure. Responsible to develop business plan and strategies. Responsible to create customer mania activities in the Restaurant. Responsible to analyze business reports and develop marketing strategies. Responsible to ensure maximum probability and KPI arrangement. Responsible to maintain inventory, food cost and daily consumption of product. Responsible to maintain food quality and standards.  Responsible to train competitive team and maniac attitude. Responsible to maintain P&L statement monthly and annually  Ensure that all reporting & control procedures in the operations, customer service, quality of production, Hygiene & Cleanliness standards, Maintenance & general administration are completed & in place according to company’s policy & operational manuals. Maintain high quality products by ensuring compliance with all operations procedures.

*EXTRA CURRICULAR ACTIVITIES*

 **. Food Safety certified. Customer services Certified, Birthdays and Event Management certified,**

***SKILLS***

**Professional Skills**

• Intense to focus on reaching objective. • Attentive to learning. • Excellent organizational and Communication skills. • Ready to work under Pressure. • Good communication skills. • Great selling skills. • Self-motivated. • Aware of knowledge related to customers Service. • Achieve task of time with respect to deadline. • Experienced in customer relation.

**Professional Skills**

* **Effectively work in group & teams**
* **Data Entry**
* **Interpreting Communication skills**
* **Program Organization**
* **Seminar Organization**

 ***LANGUAGES:***



 **Can be read, Write, Understand & Speak**

* **English**
* **Urdu**
* **Punjabi**
* **Arabic Basic**

*REFERENCES*



 Will be furnished on demand.