**Mohmed**

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| **SUMMARY** | | |
|  | Proven leader with a documented success during years of progressive experience and responsibility. Strong background and experience of working in the food service industry. Track record of maintaining and upholding customer service and food preparation standards. |
| **Experience** | | |
|  | **Sep 2014- Present. Doha Qatar.**  **Aug 2013- Aug 2014. Yum India Restaurant Pvt Ltd**  **Phd Virtuous Surat.**  **Aug 2012- June 2013. Himson F & B**  **Chocolataria Sanchurro. Surat.**  **Restaurant General Manager**  **Responsibility**   * Operational Management: Organizing stock and equipment, ordering supplies and overseeing building maintenance, cleanliness & security. * Finance Management: Planning and working to budgets maximizing profits and achieve sales targets, administering payroll. * People management: Recruiting new staff, training and developing existing staff, motivating and encouraging staff to achieve targets, coordinating staff scheduling and rotas with the manager. * Working to ensure standards of hygiene are maintained and that the restaurant complies with health and safety regulations. * Ensuring high standards of customer service is maintained.Implementing, and instilling in the teams, company policies, procedures and ethics. * Handling and minimising customer complaints and queries efficiently. * Devising and marketing promotional campaigns.Assists in development, implementation and monitoring of daily, weekly, monthly and annual forecast. * Preparing reports and other performance analysisdocumentation.Reporting to and attending regular meeting with Area managers or Head office representatives. * Establishing relationships with the local community and undertaking activities which comply with the company’s corporate social responsibility programme.   **Sep 2011-July 2012 Dodsal Enterprises Pvt Ltd**  **Pizza Hut, Surat.**  **Assistant Restaurant Manager**  **Responsibility**   * Full responsibility for specific financial controls, TM training assignments, and the screening of prospective employees under the direction of the RGM. * Provide overall leadership; recognize & motivate members of the team, and coach and train the team for operational excellence. * Assists in management of day-to-day operations by managing labour, counting inventory and supplies, and developing the restaurant team * Analyzes sales, labour, inventory and controllable on a continual basis, and takes corrective action to meet or achieve daily or weekly margin and sales growth target. * Assists in management of day-to-day operations by scheduling labour, ordering food and supplies, and developing the restaurant team. * Assists Profit & Loss management by following cash control/security procedures, maintaining inventory, managing labour, reviewing financial reports, and taking appropriate actions * Assists Restaurant General Manager in recruiting, interviewing, and hiring team members; conducts performance appraisals, takes disciplinary action, motivates and trains.   **June2009-May2011 McDonald’s Restaurant London UK**  **May2003-May2007 McDonald’s Restaurant London UK**  **Shift Manager**  **Responsibilities**   * Managing people, products and equipment to execute outstanding Quality, Service, Cleanliness and Value (QSC&V) on all assigned shifts. * Developing and training crew employees. * Maintaining critical standards for product quality, service speed & quality, cleanliness & sanitation. * Ensuring all safety, sanitation and security procedures are executed. * Controlling food components, labour, waste and cash while managing shifts and/or areas. * Demonstrating and reinforcing the leadership behaviours and basic people standards necessary to gain commitment from crew and other shift managers. * Building sales and controlling costs to deliver optimum business results for all areas of accountability.   **June 2007-April 2009 Hotel Central Excellency**  **Surat.**  **Restaurant Supervisor**   * Oversees and supervises daily operations of the restaurant. * Prioritizes, schedules, assigns, trains, reviews and evaluates assigned restaurant staff. * Participates with operation management team to originate, plan, develop and implement long and short term goals. * Delegates and oversees bartending, kitchen supervision and table service duties. * Resolve routine problems encountered in performance of work assignments. |
| **Education** | | |
|  | Bachelor of Science, (1999-2002) South Gujarat University, Surat India. |
| **SKILLS** | | |
|  | * Reliable and goal-focused management professional with 8+ years of experience. * Good communication & documentation skills * Self motivated, able to make decisions without extensive supervision, and have the ability to stay flexible in team setting. * Enjoys sharing knowledge and encouraging development of others to achieve specific team goals. * Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner. * Passionate about excellence in service delivery by listening to customer needs, while mentoring and empowering a team to provide a memorable customer experience with every interaction and lead a collaborative environment focused on overall business objectives and improved financial performance. |
| References available on request | | |