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**Muhammad**

# PROFILE SUMMERY

* An operations management expert having 4 years of experience in hospitality and restaurants industry with an MSc degree in finance from United Kingdom.
* Easily adoptable in complex, large, and time-sensitive projects. Excel at ensuring rapid and accurate delivery of consumables and achieving quick and successful results.
* Successfully executed new promotional strategies that resulted in an over 20% increase in new customers and a boost of 15% in profit.

# PROFESSIONAL WORK EXPERIENCE:



**Organization:** **ROYALTON HOTEL, Faisalabad, Pakistan**

**Tenure:**  **September 2015 – September 2016**

**Designations:** **Assistant Manager (F&B)**

* Oversight delivery of consistent quality customer experiences in all food and beverage outlets in the hotel including banqueting / function business.
* Controlled costs and stock by waste management to ensure hotel profit
* Ensured and maintained the high standards of healthy environment by successful implementation of hygiene, and health and safety rules.
* Developed promotional plans for business to improve staff skills and guest satisfaction.

**Organization: KFC, HODDESDON, UNITED KINGDOM**

**Tenure: June 2013 – June 2015**

**Designations: Shift Manager**

* Successfully managed work flow, delivery, inventory, and waste during my shift.
* Expertly managed 15 team members for the shift to provide 1 minute customers service according to KFC standards.
* Ensured food handling procedures were followed, when cooking food, stocking, storing and wrapping, labelling, dating, rotating, and checking temperature of products.
* Up-sold promotional menu items to increase sales up to 07% which resulted in bonus for a quarter and best employee of the year in 2014.

**Organization: GROSVENOR GUEST HOUSE, Bolton, UK**

**Tenure: February 2012 – September 2012**

**Designations: Guest House Manager**

* Followed and implemented health and safety rules to provide risk free healthy environment
* Demonstrated high rated hospitality and customer service skills resulting in an increase of hotel intake by 30% in one year
* Facilitated the administration in upgrading process of hospitality services and contributed massively in raising the rating of the guest house
* Greeted guests, noted down, communicated special requirements, and handled their complaints

**ACADEMIC EDUCATION:**

**MSC** (international Banking and finance)

University of Salford Manchester, United Kingdom **(Jan 2011-Jan 2012)**

**MBA (**Finance)

University of South Asia Lahore Pakistan **(Aug 2007-Aug 2009)**

**COMMUNICATION AND INTERPERSONAL SKILLS:**

* Outstanding command over verbal and non-verbal communicative & interpersonal skills.
* Strong organizational, managerial, problem solving and negotiation skills.
* Confidently able to work independently or in a team to deal effectively with customers & employees.
* Flair to organize & prioritize tasks to meet deadlines.
* Ability to manage multiple projects with minimal supervision.
* Fluent in English and Urdu Languages.

**ADDITIONAL SKILLS:**

* MS Office (All versions, esp. MS Word, MS Power Point and MS Excel)
* MS Excel (MS Formulae, Reports Automation, Macros, Presentations Analysis)