# **Objective**

A highly skilled Sales & Food and Beverage, customer service professional with proven experience in building professional relationships, developing successful sales strategies, and closing sales. With more than 10 years of combined experience in sales, F&B and customer care operations. I have developed the type of skills that are particularly effective at satisfying customers, increasing revenue, and closing sales.

# **Skills**

* Strong administrative and organization skills
* Sales & Business Development skills
* Excellent communication skills & customer
* Commercial awareness
* Computer & technical literacy
* Ability to work under pressure

# **Experience**

**ATLANTIS THE PALM GORDON RAMSAY RESTAURANT DUBAI, U.A.E **

**RESTAURANT SUPERVISOR.**

Responsible for assisting the manager in the supervision of the restaurant and bars daily operations in order to meet exceed guests needs.

Responsible for serving food and beverage items to customers in a friendly, ethuastic , professional and timely manner, being punctual, efficient and always pleasing and helpful manner towards the customers. Being aware of working schedule. Answering all customer questions or request in a friendly and caring manner. Never say NO to customers!. Preparing daily closing report of each shift.

**RUSSIA MOSCOW.SHERBET RESTAURANT 2015-2016**

**ASS. MANAGER**

* Taking responsibility for the business performance of the restaurant
* A assisting the manager in the supervision of the restaurant and bars daily operations
* ensuring strong worker engagement and adherence to service standards and operating procedures
* Preparing reports at the end of the week, including staff control, food control and sales
* Creating training plans for staff development
* Organizing weekly Rota for staff,minimizing waste and ensuring high quality of preparation

Coordinating the entire operation of the restaurant during scheduled shifts

**QATAR.DOHA W HOTEL.PAPERMOON RESTAURANT 2014-2015  RESTAURANT SUPERVISOR**

* Taking responsibility for the business performance of the restaurant
* A assisting the manager in the supervision of the restaurant and bars daily operations
* ensuring strong worker engagement and adherence to service standards and operating procedures
* Preparing reports at the end of the week, including staff control, food control and sales
* Creating training plans for staff development
* Organizing weekly Rota for staff,minimizing waste and ensuring high quality of preparation

Coordinating the entire operation of the restaurant during scheduled shifts

**RESTAURANT MANAGER.UZBEKISTAN TASHKENT.LA SAVEUR RESTAURANT(opening team) 2013-2014**

* Analyzing and planning restaurant opening, restaurant sales levels and profitability
* Taking responsibility for the business performance of the restaurant
* Organizing marketing activities, such as promotional events and discount schemes
* Preparing reports at the end of the week, including staff control, food control and sales
* Creating and executing plans for department sales, profit and staff development
* Controls costs by reviewing portion control and quantities of preparation, minimizing waste and ensuring high quality of preparation
* Coordinating the entire operation of the restaurant during scheduled shifts

**QATAR.DOHA W HOTEL.MARKE*T* RESTAURANT 2009-2012 ****

**FLOOR MANAGER**

Responsible for assisting the manager in the supervision of the restaurant and bars daily operations in order to meet exceed guests needs and business requirements and whilst ensuring strong worker engagement and adherence to service standards and operating procedures. Everyday inspect bar and restaurant breakfast set ups, lunch and dinner operation and assign various side duties for waiters. Assist on routine operations and other additional duties if requested by the Manager.

**“CARAVAN GROUP” CHAIN OF RESTAURANTS, TASHKENT, UZBEKSITAN 2007-2013**

**RESTAURANT MANAGER**

* Taking responsibility for the business performance of the restaurant
* Analyzing and planning restaurant sales levels and profitability
* Organizing marketing activities, such as promotional events and discount schemes
* Preparing reports at the end of the shift/week, including staff control, food control and sales
* Creating and executing plans for department sales, profit and staff development
* Controls costs by reviewing portion control and quantities of preparation, minimizing waste and ensuring high quality of preparation
* Coordinating the entire operation of the restaurant during scheduled shifts

# **Education**

**UZBEK STATE BUSINESS SCHOOL 2013**

Manager of Foreign Economic Activity (Transportation Logistics)

**UZBEK STATE WORLD LANGUAGES UNIVERSITY 2000-2004**

Bachelor`s Degree of English Language & Literature

**UZBEK-TURKISH BOYS COLLEDGE 1996-2000**

Faculty of Foreign Economy and Country Study

# **Languages**

* UZBEK – native language
* RUSSIAN – native language
* ENGLISH – fluent
* TURKISH – fluent

# **personal Details**

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| --- | --- | --- |
| NATIONALITY | : | Uzbek |
| DOB | : | 26th april, 1983 |
| MARITAL STATUS | : | Married |