**ARSLAN** **arslan.373155@2freemail.com**

 **CAREER STATEMENT**

 A client care professional with experience that fits into a multi-cultural team environment; passionate for teamwork and clients as well as a keen eye for opportunities. Bring motivation and energy to the workplace and determined to achieve expected business results. Adaptable to any business situation and in handling pressure. A true brand ambassador, accountable with a true ownership of all business responsibilities.

**EDUCATION**

# MBA (Masters in Business Administration) 2014-2016 CGPA 3.62

# Institute of Management Sciences BZU, Multan, Pakistan

* **BBA Hons (Bachelors in Business Administration) 2009 –2013 CGPA 3.08 Institute of Management Sciences BZU, Multan, Pakistan**

**WORK EXPERIENCE**

# Assistant Restaurant Manager (ARGM) at KFC M.M Alam Road, Lahore April 2016 – June 2017

# Major Responsibilities were included:

# Creating and executing plans for Unit Sales, profits, and employee development

* Ensuring ongoing sales skill and product knowledge development of employees in the areas of food and beverages.
* Ensuring that proper cash handling procedures are followed. Balances cash on hand at the end of the day.
* Regularly measuring and evaluating service standards by using various feedback tools.
* Training new and experienced employees and continually develops them in their technical cooking skills, food preparation, food safety, and sanitation knowledge.

# Promptly informs the immediate supervisor of all pressing issues and takes prompt corrective action where necessary or suggests alternative courses of action.

# Reviewing ongoing performance results and identifies needs of employees. Implements coaching or mentoring partnerships as appropriate.

* Responsible for suggesting methods to improve area operations, processes, efficiency, and service to both internal and external customers.
* Preparing reports at end of a shift that includes: daily labor control, daily food control, and daily sales.
* Ensures a safe working and dining environment to reduce the risk of injury and accidents.
* Communicates clearly and directly with employees concerning performance expectations, productivity, and accountability.
* Participation, preparation of annual budgets with the Area Coach/MUM and performing a break-even analysis.
* To Give supervision and direction to the Shift Managers for LSM(Local Store Marketing) implementation at the restaurant level.
* Ensure security of Company assets under his direct management through effective Controls and Audits.

# Ensuring Quality in all domains i.e., Customer Services, Product Quality, Hospitality, Maintenance and Team Training

# Evaluate Shift manager/Team Members’ performance and develops action plans to improve performance.

# Effectively communicating with Support Services Department to achieve maximum support to the restaurant with “ Doing the Right Thing ” attitude and approach.

* Manages 1-2 subordinate supervisors, who supervise a total of 15-25 employees in the unit.

# Ensures 100% customer satisfaction by maintaining the highest level of quality, service, and cleanliness.

# Takes measures to optimize the sales, profitability and employees income efficiently.

# Ensuring compliance of issues reported and recorded by respective functional departments especially Quality Assurance Department.

# Generation of specified restaurant operations reports on a timely basis to be shared with the corporate set up.

* Ensures the consistent planning, production, preparation, and prompt delivery of food.
* Ensuring that all customers are completely satisfied. Resolving customer service issues to the customer’s satisfaction.

# Coordinating with periodic financial safety & security Audits.

# Senior Sales Executive in World Business Intelligence (U.K Based), Lahore January, 2016 – April 2016

#  Major Responsibilities were:

* Social media marketing especially via LinkedIn.
* Generate Sales Lead by Marketing Activities and internet research using web tools.
* Explored new channels to grow company’s business and increase revenues inflow.
* Briefing potential customers about company’s services and provide the bespoke solution.

# To answer questions and provides assistance to potential and current customers.

# To answer inquiries regarding Sales & Promotional Activities.

# Making cold and warm calls to increase clientele.

* Building strategy to re-engage old clients.

# Internship in Adsells Publicity Services (Pvt.) Ltd Lahore. June-August (2012)

 **The major responsibilities were included:**

* Sales Administration
* Processing of Orders
* Invoicing
* Supervised and kept the personal record of the employees regarding leave, passage security passes etc.
* Circulated or communicated all HR. Orders, circular, organization orders, received from head office/management to the concern sections.

**ACHEIVEMENTS**

# The Restaurant passed ROCC (Restaurant operational compliance check) two times during my supervision.

# Certified LAS & LAR courses online.

# Awarded with certificates several times for running excellent shift by Higher Management.

# Promoted to Senior Sales Executive within a month by achieving set targets.

# Nominated as “Employee of the Week” for two weeks consecutively for achieving high KPIs.

**PERSONAL INFORMATION**

* Visa Status: Visit Visa; Born August 20, 1992; Ability to communicate in English, Urdu/Hindi. Other Passions include Meeting People of High Profile, Reading, Sports and Traveling.

**SKILLS SUMMARY**

* Operations Management ▪ Teamwork ▪ Interpersonal skills ▪ Goal Oriented