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 **Hasim**

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**CAREER HIGHLIGHTS:**

* September 2010 till October 2011: MBA in Tourism Management, University of Wales UK.
* September2009 till August 2010: Advanced Diploma in Strategic Hospitality Management, City of London College London.
* July 2004 till June2008: Bachelor Hotel Management (Degree), Uttar Pradesh Technical University Lucknow India.
* July2002 till May 2004: Intermediate , Government Queens Inter College Varanasi Uttar Pradesh
* July 2001 till June 2002 : High School, Sarva Seva Inter College Abadan Bairan Ghazipur Uttar Pradesh
* Working Experience (In Years): More than six years.
* Career Level: Mid – Level.

**CAREER OBJECTTIVES:**

A creative and enthusiastic person with great customer service, managing people and sales experience and would like to develop career in job arena with highest potentiality and dedication and to be in a superior position by performing the best. Good team player and able to use own initiative to achieve company objectives. Good computer skills.

**PERSONAL INFORMATION:**

 Nationality: Indian

 Marital status: Married

 How Old: 30+ years

**EMPLOYMENT HISTORY:**

13th June 2016 till 27th July 2017, **The Viceroy Nottingham ( Indian fine dining restaurant & Banquet Hall)** UK

 **Restaurant Manager**

 **Responsibilities:**

Consolidating existing customer flow and business performance

Enhancement and ongoing management of Social media platforms

Customer satisfaction surveying, monitor and respond to online client/customer feedback

Establishing business plan, devising and implementing sales and marketing strategies

Sourcing and setting up strategic partnership with selected venue providers where additional facilities are necessary

Engage with marketing mediums that reach out to target markets

Delivering sales pitches to corporate events decision makers, planning and management of event as per client requirement and to budget

Complying with health and legal regulations

2nd Feb 2015 till 31st May 2016 , **Maurya Stanmore ( Indian fine dining restaurant)** London UK

 **Restaurant Manager**

 **Responsibilities:**

Discuss issues of business strategy, products, services and target client base with senior

 colleagues to identify pubic relations requirements.

 Addresses individuals, clients and other target groups through meetings, presentations,

 the media and other events to enhance the public image of an organisation development

 and implements tools to monitor and evaluate the effectiveness of public relations

 exercises.

04th June 2014 till 14th Jan 2015 , **Benaras (** Michelin Star Indian restaurant) , Berkley square London UK

  **Asst Restaurant Manager**

 **Responsibilities:**

 Liaises with other senior staff to determine the range of goods or services to be sold,

 contributes to the development of sales strategies and setting of sales targets

 Discuss employer’s or client’s requirements, carries out surveys and analyses

 customer’s reaction to product and services

 Complies and analyses sales figures, prepares proposals for marketing campaigns and

 promotional activities and undertake market research

 Recruit and trains junior sales staff

 Produce reports and recommendations concerning marketing and sales strategies for

 senior management

 Keep up to date with products and competitors

19th October 2013 till 24th May 2014 , **Chandni Chowk Restaurant and Sweets Ltd. Southhall London UK**

  **Asst Restaurant Manager**

 **Responsibilities:**

 Identifying, advocating and pursuing sales and marketing opportunities related to the promotion and sale of the restaurant’s product

 Achieve sales targets and maximum profitability through customer retention and satisfaction.

20th May 2013 till 10th October 2013, **Hotel Strand Palace London UK**

 **Restaurant Supervisor**

 **Responsibilities:**

 **First-Aider**

Handling the operation in Dawwat @ Johnston an Indian culinary restaurant

 Managing the staff

 Cash handling

 Stock Counts

 Training new people

 Standard updates

 Working with management and other departments to promote restaurant and food

 All around London

 Maintaining high level food hygiene & health and safety procedure

 Able to perform in all areas with a lot of responsibilities.

10th September 2012 till 30th April 2013, **Hotel Holiday Inn Southend-on-sea ( Thames Gateway Airport Ltd) Essex UK**

 **Food and Beverage** **Supervisor**

 **Responsibilities:**

 **First-Aider**

Handling the operation in Rooftop restaurant and lounge bar

 Managing the staff

 Cash handling

 Stock Counts

 Training new people

 Standard updates

 Working with management and other departments to promote restaurant and food

 with in local area

 Maintaining high level food hygiene & health and safety procedure

 Able to perform in all areas with a lot of responsibilities.

1st Oct2009- till 31st May 2012**, Hotel Park Plaza County Hall, London.**

 **F&B Attendant**

 **Responsibilities/Duties:**

 Handling operation in meeting & events with help of agency staffs

 Good customer Service

 Customer complaint handling

 Paper works including billing, daily reports

 Training to new people

  Responsible for all the F&B outlets including restaurant, meeting and events, room

 Service, bar in all the shifts

20th Oct 2008 till 9th May 2009**, Hotel Galaxy Gurgaon India**

 **Food and beverage service Team member**

 **Responsibilities/Duties:**

 Customer Service

 Till operating

 Stock Counts

 Room Service order taking

 Paper works

 Training to new people

28th Jan 2008 till 30th September 2008**, Hotel Radisson New Delhi India**

 **Steward**

 **Responsibilities/Duties:**

 Customer Service

 Till operating

 Stock Counts

 Room Service order taking

 Paper works

 Training to new people

16th Jan 2006 till 9th June 2006**, Hotel Le Meridien Jaipur India**

 **Industrial Trainee**

 **Responsibilities/Duties:**

 Good Customer Service

 Worked in all major four departments as Kitchen, Service, Housekeeping and Front desk

 Stock Counts

 Understanding different department and their collaboration to deliver five star service to guest

 Maintained required paper works

 Opening and closing of departments including maintaining high standard of cleaning and hygiene

04th July 2005 till 04th Sept 2005 **Hotel Clarks Varanasi India**

 **Vocational Trainee**

 **Responsibilities/Duties:**

 Maintaining high standard at work place

 Understanding different department of five star hotel and how they work

 Food and drink training and knowledge

 Opening and closing of restaurant

 Working in function hall

**SUMMARY OF SKILL:**

 **First-Aider**

 Leadership and team management skill

 Self motivated and able to work under stress

 Excellent communication skill

**COMPUTER SKILLS:**

Word processing software: MS Word, Spread sheet analysis: MS Excel

Presentation Application: Microsoft PowerPoint

Knowledge about different software used for billing

And able to OPERATE INTERNET & networking.