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Objective

To make a friendly environment and have the ability to make as individual and also with team and aim of providing best service.

* SKILLS
* Professional demeanor
* Excellent math skills
* Exceptional customer service
* Fluent in English, Urdu, Hindi
* Opening and closing duties
* Strong communication skills
* Excellent memory
* Quick learner
* Self motivated
* Expertise in invoice and payment transactions

Experience

* Worked as a barista/sales assistant in butlers chocolate cafe at Jinnah International Airport branch Karachi from 2013 to 2016.
* Made and served café baverages with speed, quality and consistency.
* Advised customers on whole bean and bulk tea purchases, detailing origin, flavor and pairing recommendations.
* Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.
* Prioritized drink requests while managing interruptions.
* Cleaned counters, machines, utensils and seating areas daily.
* Conducted successful cash audits at the end of each shift.
* Educated coworkers and customers about new products.
* Controlled line and crowd with quick, efficient service.
* Maintained regular and consistent attendance and punctuality.
* Assisted staff in building their expertise of coffees, teas and merchandise.
* Used signage and verbal communication to encourage recycling and composting.
* Working as a restaurant supervisor in DLB restaurant at Dubai Airport Terminal 3 from 2nd April 2o16 to now,
* Greet, assist and direct guest customers, visitors and the general public
* To greet valued clients within restaurant premises and ensure delivery of standard and quality customer service
* Provide information about products and services
* Listen to customers’ concerns, and provide answers or responses
* Take orders, calculate charges, and process billing as cash and payments
* Handle complaints of customers and guests
* Generate sales leads
* Handle cashier work
* Guideline to all waiters and help them any time they need
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Answer all incoming calls and handle caller’s inquiries whenever possible
* Familiarity with POSIFLEX systems as cash and practices

Worked as a waiter in P C hotel Karachi 2008-2013

* Have a good experience of banquet events setups of different shapes like I, U,T shape, Round shape classroom style Theater shape Dinner, Brunch, Breakfast service and setup in Pearl Continental Hotel Karachi,
* Controlled line and crowd with quick, efficient service.

* Education,
* 2015 Bachelor of Arts: B.A University of Karachi Karachi.
* 2013 Associate of Arts: I.com Karachi Board Karachi .
* 2005 High School from (F.B.I.S.E), Islamabad board.
* Attended a Treating Program on Search and Rescue, Fire Fighting and First Aid
* Certificate of Merit from W.S.P.A. (world society for the protection of animals.)
* Computer Skills

Have a good command on internet browsing

Have a strong knowledge of hardware and software

MS Office

Windows 98, 2000, XP, Vista