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| **Karim**  **Job Focus: Administration / Hospitality**  **Holding Valid UAE Driving license with own car**  **E-mail:** [karim.148155@2freemail.com](mailto:karim.148155@2freemail.com) | | | | | | | | | | | MAR---723 | |
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| ***PROFILE SUMMARY*** | |  | | | | | | | | | | |
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| Career oriented professional seeking for a suitable opening in any challenging work environment here in Gulf to broaden knowledge, utilize previous experience and capability at hospitality or Administration. With proven 5+ years working experience can contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives. Demonstrated ability in performing under pressure, meeting deadlines and achieving company goals. Fast learner with ability to adapt to new environment, take up new challenges and possess excellent communication, interpersonal and organization skills. | | | | | | | | | | | | |
| ***STRENGTHS*** | |  | | | | | | | | | | |
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| * Holds 5 years’ professional experience in restaurant management. | | | | | | | | | * Flexible & adaptable to new work environment. | | | |
| * Good command over supervisory. | | | | | | | | | * Strong commitment to service excellence. | | | |
| * Tact to deal with individuals at all levels. * Have leadership skills. | | | | | | | | | * Can work independently or within a team | | | |
| * Strong English communication skills. | | | | | | | | | Maintain restaurant operations. | | | |
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| ***EDUCATION*** | |  | | | | | | | | | | |
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| **Bachelor of Arts -** University of Karachi, Pakistan | | | | | | | | | | | | **2009** |
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| ***ACHIEVEMENTS*** | | |  | | | | | | | | | |
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| * Maintained expenses below budget through accurate planning, waste reduction. * Good command over supervisory skills. * Achieved 18% revenue growth in most recent calendar year while driving labour and food costs down. * Created catering opportunities through direct promotion coupled with accurate and timely execution of all deliveries to local companies. * Motivated staff to execute an exceptional level of service leading to a direct increase in loyal, repeat customers. * Responding efficiently to customer complains. * Empowers employees to provide excellent customer services. * Handle guest problems and complains. * Working under pressure. * Conducts human resource activities. Coordinated purchasing of all inventory required for daily business operation. | | | | | | | | | | | | |
| ***WORK EXPERIENCE*** | | | | |  | | | | | | | |
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| **Manager/Supervisor @ Mr. Doner Turkish Restaurant Dubai** | | | | | | | | | | | | |
| **Responsibilities: *-***   * Managing the staff and making schedules’ assigning duties on daily basis. * Participates in the recruitment, selection, and training of staff. * Creating the new profitable menu.   Dealing with suppliers on the daily basis   * Supervise food and beverage staff to Ensure customer satisfaction and Resolve customer complaints, as well as internal conflict amongst staffs. * Maintain inventory control costs and food service, and act as an expeditor, when necessary, to ensure the timely movement of completed food orders from kitchen to customer table. * Empowers employees to provide excellent customer service. * Monitors employees to ensure performance expectations are met. * Manages to achieve or exceed budgeted goals. * Having sales experience outdoor for company promotion to boost up more revenue. * Provide exceptional customers service.   **Assistant supervisor @Istanbul flowers restaurant Dubai: -**  **Responsibilities: -**   * Responsible for assisting restaurant manager on daily work operations. * Provided excellent guest satisfaction and increasing customer visits. * I was responsible to check daily sales and cash counter on daily basis. * Closing shift and deposit cash to bank at the day end shift. * Taken corrective actions if necessary to ensure standards are maintained. * Handle guest problems and complains. * Manage day to day operations, ensure the quality, standard and meet the expectations of customers on daily basis. * Taking order from customer by phone. | | | | | | | | | | **2012 to 2016** | | |
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| **OTHER,S CERTIFICATES**   * Creating a culture of service excellence * Cash handling * Service excellence * Quality awareness & service excellence * Health and hygiene certified from Dubai. | | | | | | | | | | | | |
| ***IT SKILLS*** |  | | | | | | | | | | | |
|  | | | | | | | | | | | |
| Proficient in Windows, Macintosh, MS Office (Word, Excel & PowerPoint), internet and e-mail | | | | | | | | | | | | |
| ***PERSONAL DETAILS*** | | | | |  | | | | | | | |
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| Nationality | | | | : | | | Pakistani | | | | | |
| Date of Birth | | | | : | | | 27th November 1983 | | | | | |
| Marital Status | | | | : | | | Married | | | | | |
| Visa Status | | | | : | | | Visit visa (immediate availability) | | | | | |
| Driving License | | | | : | | | Pakistani | | | | | |
| Languages | | | | : | | | English & Urdu,Shina,turkish, | | | | | |
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| ***REFERENCES*** | | | | | |  | | | | | | |
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| To be furnished promptly upon request | | | | | | | | | | | | |