

Abdul Gaffar

Team Member - Operations

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SUMMARY

A strong commitment to operational efficiency and customer satisfaction is emphasized, with a proven track record in high-volume environments. Experience in maintaining food safety standards and delivering exceptional service highlights an alignment with the core values of quality and attentiveness. Passion for teamwork and continuous improvement drives the desire to excel in this dynamic environment.

EXPERIENCE

Service Crew Member

Maestro Pizza

06/2018 - 01/2022 Riyadh, Saudi Arabia

A company that specializes in food trading and operations in Saudi Arabia.

- Follows all Operations standards and guidelines for preparation of products according to training and instructional materials provided.
- Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests' needs.
- Delivers consistent and outstanding guest service through friendly attitude, attentive behavior and strong product knowledge.
- Uses proper procedures to ensure the accuracy of every order for every guest.
- Cooked which involves using a broad range of equipment and tools.
- Operated the cash register on a regular basis, balancing daily sales and handling money.
- Selected food items from serving or storage areas and place them in dishes, on serving trays, or in takeout bags.
- Cleaned and organized eating, service, and kitchen areas.
- Responsible attitude, remaining calm under pressure and possessing decision-making skills.
- Followed food and safety procedures and standards, ensuring that food is stored, transported, and delivered at appropriate temperature.
- Present customers upon arrival with the menu, assist in their item selection, take orders and serve food in a timely manner.
- Communicate efficiently with the kitchen staff and barista to guarantee customer satisfaction and liaise with other departments to ensure smooth running of operations.
- Arrange table set-ups before and after each customer according to the brand's set standards.
- Make sure the staff is providing a friendly, professional and timely service at all times and report immediately any discrepancies/customer complaints to the Manager on duty.
- Collect bill payments from customers and hand them over to the cashier.

EDUCATION

Higher Secondary Course

Gowtham Junior College

2016 Hyderabad, India

Secondary School Certificate

Nizam Boys Town High school

2011 Hyderabad, India

STRENGTH



Customer Service Excellence

Strong customer service skills with a focus on guest satisfaction.

KEY ACHIEVEMENT



Operational Excellence

Successfully enhanced operational efficiency and customer service standards.

SKILLS

Food Safety Good Communication

Aviation Safety Food Management

Customer Service Attention to detail

Adaption Integrity Teamwork

LANGUAGES

English

Proficient



Hindi/Urdu

Proficient



Arabic

Advanced



PASSIONS

Travelling

Sports

Reading Books

PERSONAL INFO

Sex: Male

Date of Birth: 31/07/1995

Nationality: Indian

Marital Status: Married

CERTIFICATION

Microsoft Office Certification

Demonstrating proficiency in Excel, Word, and PowerPoint.

DECLARATION

I declare that the information presented in this resume is true and accurate to the best of my knowledge

Abdul Gaffar

DRIVING LICENSE

Category

Light Motor Vehicle License
(India & Saudi Arabia)

PASSPORT DETAILS

Passport No: C1953400

Date of issue 28/08/2024
Date of expiry 27/08/2034