



# Amir Hameed

## Assistant Manager

I have more 13 years of experience in Hospitality, Customer service, Management in multinational fast food restaurant. I have start my work in McDonlads Pakistan from 2009 and end in 2023. My objectives are to provide professional excellence and best services in work place and achieve my goals efficiently and effectively for the sake of organisational success and my personal development.

## Contact

### Phone

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## Education

2015

**Bachelor in Arts**

Punjab University

2015

**McDonlads Pakistan**

Shift Management Transition

## Expertise

- MS Office
- ERP
- Hospitality
- Scheduling
- Inentory Managemnet

## Language

English

Urdu

Punjabi

Hindi

## Experience

### 2009 - 2023

McDonalds Pakistan.

### Assistant Manager

#### Inventory Management.

- Predicting the daily, weekly and monthly based raw material and paper product requirement and ordered that goods accordingly.
- Managing the food receiving, storing, handling and preparing procedures to reduce the wastage of food.
- Food waste management and control.
- To insure the FIFO method of product usage and expire-es of food management.
- Handled the transfer IN/OUT of the food and packaging materials.

#### Scheduling Manager.

- Working on HRMS System to manage their leaves and Payroll related concerns.
- Managing the crew Availability to control over Times
- Responsible of Crew Availability and their Training
- Responsible of staff salaries and their perks & benefits.
- Plan Shifts According to Restaurant needs.

#### Managing The Restaurant

- Opens and closes shifts with supervision and follows company safety & security procedures.
- Plans the shift using the appropriate pre-shift/shift changeover checklists.
- Executes the shift plan.
- Monitors raw and finished product quality before and throughout the shift.
- Ensures equipment is clean, safe and in good working order.
- Ensures all food safety procedures are applied.
- Follows up on the completion of planned orders.
- Completes daily basic targets and makes new plan orders.
- Communicates regularly with customers to obtain feedback ones&C.
- Effectively manages customer complaints and incidents.
- Uses frequent travel paths to maintain awareness of all areas of the restaurant.
- Throughout the shift. Co-ordinates people, product and resources effectively.
- Supervises delivery of raw and dry products.