



# SHAHZEEB SHER GILL

Customer service & Hospitality expert

## About Me

Customer-focused professional with 4 years of experience in providing exceptional service. Skilled in problem-solving, communication, and ensuring customer satisfaction in fast-paced environments. Committed to delivering positive experiences and building strong customer relationships.



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Dubai

## Language

- English
- Urdu
- Punjabi

## Expertise

- Management Skills
- Creativity
- Teamwork
- Cash handling
- POS proficiency
- Effective communication
- Critical thinking
- Product knowledge
- Inventory management

## Experience

### POPEYES Louisiana Kitchen

2023 - Present

#### CREW LEADER

- Supervised and coordinated daily operations of restaurant staff to ensure efficient service and customer satisfaction.
- Trained, mentored, and motivated new and existing team members to perform at their best.
- Delegated tasks, monitored team performance, and provided feedback to improve service quality and operational efficiency.
- Ensured adherence to food safety standards, cleanliness, and health regulations.
- Handled customer complaints and resolved issues promptly to maintain a positive dining experience.
- Managed inventory, assisted with ordering supplies, and maintained stock levels.
- Supported management in scheduling, payroll, and performance evaluations

### KFC (Pakistan)

2021 - 2023

#### CREW MEMBER

- Provided excellent customer service by greeting guests, taking orders, and addressing inquiries in a friendly and efficient manner.
- Assisted in food preparation, ensuring the timely and accurate delivery of orders to customers.
- Maintained a clean and organized work environment, including dining areas, kitchens, and restrooms.
- Supported team members to ensure smooth operations during peak hours.

### BRITISH HOTEL (Pakistan)

2019 - 2021

#### FRONT DESK OFFICER

- Greeted and checked in guests, ensuring a smooth and welcoming arrival experience.
- Managed reservations, processed check-ins/check-outs, and handled guest inquiries via phone, email, and in-person.
- Provided information about hotel services, amenities, and local attractions.

## Reference

- Available upon request.

- Addressed guest complaints and resolved issues to ensure satisfaction.
- Coordinated with housekeeping, maintenance, and other departments to meet guest needs.
- Processed payments, issued invoices, and maintained accurate guest records.
- Ensured the front desk area was clean, organized, and stocked with necessary supplies.
- Assisted with administrative tasks, including booking meeting rooms and handling guest requests.

## EDUCATION

**GOVT. College of science (Pakistan)**

**2017 - 2019**

**INTERMEDIATE (ARTS)**

**St. Mary's High School (Pakistan)**

**2013 - 2015**

**MATRICULATION (SCIENCE)**