



## PROFILE

Around 11 years of working experience in QSR / Fine Dine-in Restaurants with excellent business sense and an in-depth knowledge of quality food & Service. Looking for a challenging position in the field of Operations Management in the Hospitality/Service Industry.

## CONTACT

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**+971 555355140**

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## PERSONAL PROFILE

Date of Birth: 26<sup>th</sup> Jan 1986  
Marital Status: Married  
Nationality: Indian  
Visa Status: Visit Visa  
Language: English,  
Malayalam, Tamil, and Hindi

## SKILLS

- Sales / Marketing Management
- Customer relation Building
- Strong communication skills
- People management
- Inventory Management

# BIBI GEORGE

SUPERVISOR/MANAGER

## EDUCATION

**MKLM High Secondary School,  
B.COM**

## WORK EXPERIENCE

**New York Fries Restaurant, Dubai**  
Restaurant Supervisor/Manager  
FEB 2012 – JAN 2023

### Role and Responsibilities:

#### Business Development / Operations

- Handling operational functions like pre-shift staff briefing, creating the schedules, shift management, daily sales report, procuring and managing raw material and stock food safety measures.
- Inventory control management.
- Monthly punch edits for employees
- Follow ups & training to Achieve sales mania Targets.
- Schedule work hours for staff.
- Monitor food preparation and cleaning methods.

#### Customer Service

- Implementing world-class service strategies.
- Communication with customers and ensuring delight.
- Trouble Shoot / Complaints Management.
- Conducting Guest-relation activities.
- Solving the customer complaints quickly & correctly.

#### Training

- Staffing, Performance review & appraisal at the store level.
- Practical and theoretical training to enhance skills & motivation levels
- Training for the newly hired staff.
- Personal Training files for staff.

#### Branches Worked At

1. NYF: Dubai Mall
2. NYF: Deira City Center
3. NYF: MOE
4. NYF: Dubai Festival City
5. NYF: Mirdif City Center
6. NYF: Dubai Outlet Mall
7. NYF: Dragon Mart
8. NYF: Arabian Center

## DECLARATION

I hereby declare that the details above furnished are true to the best of my knowledge.

Bibi George