



Imran Imran

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Address: St paul's bay, SPB4813, Buggiba, Malta (Work)

WORK EXPERIENCE

22/06/2023 – CURRENT Qawra, Malta

CASHIER QAWRA PALACE RESORT&SPA

- .Greet and escort customers to their tables
- .Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- .Prepare tables by setting up linens, silverware and glasses
- .Inform customers about the day's specials
- Offer menu recommendations upon request
- .Up-sell additional products when appropriate
- .Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- .Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- .Communicate order details to the Kitchen Staff
- Serve food and drink orders
- .Check dishes and kitchenware for cleanliness and presentation and report any problems
- .Arrange table settings and maintain a tidy dining area
- .Deliver checks and collect bill payments

07/02/2018 – 20/04/2023 Fujairah, United Arab Emirates

CASHIER SHH HOTEL FUJAIRAH

- Prepares to treat products following shop, health, and safety standards and procedures quickly and accurately
- Properly and safely operates and maintains shop equipment including related chill equipment while following all health and safety standards
- Works to assure constant and consistent quality, service, cleanliness, and value to each customer.
- Cleans work area organizes and stocks needed items. Move various treats, paper, and cleaning items from other sections of the building to the immediate work area.
- Stocks and executes proper rotation of products and completes assigned prep work for stocking and set up of the chill area
- Controls food production process
- Breaks down and cleans chill area thoroughly at the end of every day as assigned by a manager or shift leader
- Cleans counters, tables, restrooms, trash receptacles, gather trash and remove from dining/service areas to proper receptacle, sweep, mop, stock, and other cleaning tasks
- Informs immediate supervisor promptly of all problems or unusual matters of significance
- Performs other duties and responsibilities as requested by management staff or shift leaders
- Maintains the teamwork in the shop to make work easy and to achieve the given target of the company
- Arranges the stock of the shop with FIFO method and proper handling of POS
- Supports the smooth running of the food & beverage department, where all aspects of the guest food & beverage service experience are delivered to the highest levels
- Works as part of a team that maximizes guest satisfaction and comfort, delivering a positive and timely response to guest inquiries
- Takes responsibility for the duties and tasks assigned to the role, ensuring that all work is carried out in a timely and professional manner
- Delivers on departmental plans and objectives, where restaurant initiatives & targets are achieved
- Collaborates with their immediate report, ensuring that costs and inventory are controlled, that productivity and performance levels are attained

- Builds and maintains effective working relationships whilst promoting the company culture and values.
- Ensures adherence and compliance to all legislation where due diligence requirements and best practice activities are planned, delivered, and documented for an internal and external audit, performing follow-up as required

● EDUCATION AND TRAINING

2013 India

HIGHER SECONDARY EDUCATION

India

B.COM GRADUATE

● LANGUAGE SKILLS

Mother tongue(s): **HINDI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B1	B1	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● ORGANISATIONAL SKILLS

Soft Skills

- Maintaining an orderly work environment
- Knowing how to coordinate and collaborate within a team
- Multitasking
- Focus oriented
- Understanding Priorities

● COMMUNICATION AND INTERPERSONAL SKILLS

Soft Skills

- Speaking in public, to groups, or via electronic media
- Excellent presentation and negotiation skills
- Conflict management
- Ability to Accept Feedback with Grace
- Openness & Friendliness

● JOB RELATED SKILLS

Soft Skills

- Enthusiasm for providing excellent customer service
- Passion for healthy food and beverages
- Good understanding of Food Safety requirements
- Good communication skills
- Basic problem-solving skills
- Literacy and numeracy skills

● DECLARATION

Soft Skills

I hereby declare that the above-mentioned information is accurate to the best of my knowledge and belief.

Imran Imran

Applicant