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Dear Human resources,

Your job posting regarding your open Restaurant Supervisor or Barista Cashier position really caught my eye. As a capable multitasker with great customer service skills, responsible for ensuring that their restaurant runs smoothly. This includes overseeing the waitstaff, preparing food, and ensuring that the restaurant is clean and organized. I believe I would be a strong addition to your team. Crafting the perfect cup of coffee is something I am very passionate about. My thorough, detail-focused attitude means I am committed to getting rich shots and flawless foam every time.

The job posting mentions that you are seeking someone who thrives in high-pressure situations, and my previous experience with Restaurant Supervised and Barista Cashier and im making coffee during the rush times has prepared me well to perform quickly and consistently even when food start to reach the preparation area.

I am able to easily divide my attention between tasks without sacrificing drink quality or customer service. Even under pressure, I love to set the tone for a patron's stay at the cafe by creating a friendly, welcoming atmosphere. I pride myself on my ability to remember the names and orders of every regular, and I always provide service with a smile. brings people together, I train the staffs Coffee making and drinks and standard maintain Suquence Of service level, I am happy to be part of that process. I hope you'll agree that my qualifications are suitable to your needs. I would welcome an opportunity to speak with you about how I could bring my attention to detail and warm personality. Thank you for your consideration.

M.Aman



MOHAMED AMAN



OBJECTIVE

Seeking a position in a fast-paced, customer-oriented environment where I can use my strong communication and problem-solving skills to provide excellent service and support. To obtain a challenging and rewarding position in a dynamic organization where I can utilize my skills and experience to contribute to the growth and success of the company.



EXPERIENCE

Slate Kitchen & Cafe

04-11-2022 - 15-01-2024

Restaurant Supervisor

- * To lead shifts when assigned by line manager, taking responsibility for delivering brand standards in, but not limited to cash management, opening the unit, preparing for the shift, closing the unit, orders, monitoring and delivering high standards of customer service, accepting deliveries.
- food & beverage menu of the assigned outlet in order to assist and provide advice to guests.
- * Guest relationship maintaining.
- * The Bar is set-up for service and supervise for a smooth operation.
- * Direct and supervise the service team to ensure that all duties are performed as per standards.
- * All colleagues have received adequate training in drinks and coffee making.
- * Proper organization, planning and control of supplies and maintain concise record of all beverage stock in order to ensure that the required is available.
- * Minimum wastage, breakage and spoilage.
- Ensure that a check is made and recorded in the Revel system for every food & beverage sale in the outlet.
- * Receive and process customer payments.
- Open a guest check in the Revel system, punching orders, splitting and transferring tables, adding reservations, suppliers Ordering draft, Costing , settling cash, credit card.
- * Print and tally transaction list from credit card machines with physical check and Micros reading.
- * Making New Recipes creating new ideas and discussing every time try to new recipes and different changers.
- *Actively use up selling techniques by exceeding guest expectations and to increase the revenue.
- * Paper working update on Excel and micro soft word.
- * Keep Monitoring Staffs and Focus on the Mission.
- * Delivery Platforms Menu update price update change and location and promo creating (Deliverect Controlling).
- * Revel Pos Update On Menue, Recipes, Costing, Inventory. Operating POS (Revel).



CONTACT

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SKILLS

- * Communication
- * Encouraging customers to buy coffee and brewing equipment
- * Inventory Management
- * Solving Problems and Making Decisions as a Team
- * Account management
- * Welcoming customers Answering questions about the menu
- * Leadership & people management
- * Staff Training and Motivating Employees



ACHIEVEMENTS & AWARDS

AAPT QUALITY AND FOOD SAFETY CONSULTANCY

- * Completed Course in Food Safety Food Hygiene Service.(2023 DUBAI U.A.E)

GAME PLAN LEADER SHIP TRAINING

- * Completed Course in Game Plan Training Leader Ship Skills.(2022 DUBAI U.A.E)

BSS WORLD LEVEL II

- * Completed Course in Basic Food Safety Food Service. (2021 DUBAI U.A.E)

HACCP LEVEL II

- * Completed Course in Hazard Analysis Critical Control Points.(2017 DAMMAM SAUDI ARABIA)



LANGUAGES

SPEAKING PROFICIENCY LEVEL

- English - NATIVE
- Hindi - INTERMEDIATE
- Arabic - ELEMENTARY
- Tamil - NATIVE
- Sinhalese - NATIVE
- Malayalam - ADVANCED

READ - English, Arabic, Tamil, Sinhalese

WRITE - English, Arabic, Tamil, Sinhalese

Little Neighborhood Restaurant Dubai

02-02-2020 - 26-10-2022

Restaurant Supervisor.

- * Oversee all front and back of the house restaurant operations.
- * Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.
- * Maintain quality control for all food served

Analyze staff evaluations and feedback to improve the customer's experience.

* Project future needs for goods, kitchen supplies, and cleaning products; order accordingly.

* Cost Controlling and Food and Beverage Cost updating.

* Generate weekly, monthly, and annual reports.

* Delivery Platforms Menu update price change and location and promo creating.

* Training to new employees Barista and waiter Cashier and provide ongoing training for all staff.

* Attend meetings and updates reports.

(Barista/Cashier)

* Greeting customers as they enter.

* Give customers drink menus and answer their questions regarding ingredients.

* Prepare And Serve Hot or cold beverages, Such as Making Coffee, Mocktails,

* Making New Recipes creating new ideas and discussing every time try to new recipes and different changers.

* Clean Or Sanitize work areas, utensils or equipments.

* Keep the bar area clean and properly arrange things and backup everything for the daily Operations.

* Ensure that a check is made and recorded in the POS system for every food & beverage sale in the outlet.

* Receive and process customer payments.

Ensure that a check is made and recorded in the POS system for every food & beverage sale in the outlet.

* Open a guest check in the POS system, punching orders, splitting and transferring tables, adding reservations, settling cash, credit card.

* Prepare deposit sheet, write the deposit amount in cashier's deposit sheet and drop or handover in manager or safe depository, in the presence of a witness, who has also incharge the witness column of the cashier's deposit sheet.

* Operating POS Systems (Sapaad Pos) & (iiko Pos)

Marino Beach Hotel Colombo Sri Lanka

2018 - 2019

Cashier/waiter(Crew member)

AYTB K.S.A

2017 - 2018

Waiter



EDUCATION

Colombo Sri Lanka

2010

Hameed Al Hussainei International College
Ordinary Level Examination

Colombo Sri Lanka

2012

Hameed Al Hussainei International College
A/Level Examination



REFERENCE

Quarantine Siddiqui - Slate Kitchen and Cafe

Restaurant Supervisor
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Mr.Umash - Little Neighborhood Restaurant

Restaurant supervisor
(Barista/Cashier)
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048769042



PERSONAL DETAILS

Date of Birth : 26/09/1994

Marital : Single
Status

Nationality : Sri Lanka

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