



Mohammed Malik A Shaikh

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PERSONAL SUMMARY

Service-focused and cost-conscious with strong expertise in front- and back-of-house operations to establish a welcoming, energetic dining atmosphere

Solid history of success building high-energy service and culinary teams to ensure optimum guest experience. Excel at increasing check averages through strategic up-selling of food. Adept in all facets of operations to include food quality and presentation, safety and sanitation compliance and inventory management. Cultivate rapport with vendors, corporate management, and community organizations to improve brand image and maximize revenues. Outstanding interpersonal talents; fluent in English, Arabic and Urdu.

Career

*GRAB A GRUB SERVICES	(H524 Vihang Thane1)
HUB CASHIER	Dec 2019 to Dec 2020
HUB SUPERVISOR	(TOM0 Korum mall Reliance Smart)
Awarded as Best Supervisor of the year	Jan 2021 to Nov 2022
HUB INCHARGE	(TOM0 Korum Mall Reliance Smart)
	Dec 2022 TILL DATE

Duties:

- Providing product advice, knowledge and guidance to merchants.
- Working as a supervisor at HUB and providing guidance to the Van boy team (team of 55 members).
- Maintaining daily basis MIS reports and same escalating to concern person.
- Informing merchants of any collection times or delivery dates.
- Resolving disputes and merchant complaints.
- Highlighting special offers and promotions to merchants.
- Ensure staff are using safe work method and address at risk behaviors to prevent injuries to themselves and other employees.

- Manage internal operations standards and productivity targets for outbound operations.

*MAKANI RESTAURANT (BHANDUP WEST)

CASHIER FEBRUARY 2018 To Nov 2019

Duties:

- Maintaining high standards of cleanliness in all public areas.
- On the front line meeting, greeting and serving customers.
- Informing customers of any collection times or delivery dates.
- Resolving disputes and customer complaints.
- Highlighting special offers and promotions to customers.
- Providing product advice, knowledge and guidance to customers.
- Taking cash from customers and processing their credit card payments.

Specialization: Cash Management, Customer Service & Sales.

*MASALA HOUSE (DUBAI)

RESTAURANT SUPERVISOR November 2014 - February 2018

Duties:

- Keeping food, beverage and labor costs under control.
- Making sure the restaurant looks good and is ready for the day's trading.
- Supervising a team of eight people.
- Receiving and checking the quality of goods from suppliers.
- Performing clerical and administrative duties to support senior managers.
- Increasing sales and customer service levels.
- Estimating general expenses, food costs and leakage.
- Negotiating the best deals with suppliers.
- Diplomatically handling all customer complaints.
- Implementing high standards among staff.

- Managing brand standards.

*AL-KHARJ HOTEL (SAUDI ARABIA)

HOTEL RECEPTIONIST December 2011 – February 2014

Responsible for providing a friendly welcome & high-quality service over the phone to guests arriving at the hotel. Constantly portraying a highly professional image of the hotel & paying particular attention to guest satisfaction & efficiency.

Duties:

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early check-outs.
- Check out departing guests using the hotel's accounting system.
- Taking payment from guests in the form of cash or credit cards.
- Answering telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests should they have any queries.
- Arranging for brief tours of the hotels rooms and facilities.
- Operating switchboard and directing calls appropriately.
- Dealing with and resolving customer complaints.
- Checking function sheets.
- Managing group bookings for conferencing, the restaurant and accommodation.
- Keeping up to date on all hotel products, a service, pricing & promotional offers.
- Completing the night auditing procedures with accuracy and attention to detail.
- Maximize sales revenues through up selling and marketing programs.
- Provide information and literature about the hotel in person and via telephone.
- Ensuring all relevant paperwork has been completed in order for a smooth hand-over at the end of your shift.

*EMARAT (DUBAI)

CUSTOMER SERVICE ASSISTANT / CASHIER March 2009 – November 2010

Based in a busy shop, providing a friendly and helpful service to customers. Responsible for from stock rotation, supporting warehouse staff with deliveries, and ensuring aisles are kept tidy and clear. Working as part of a team to hit sales targets and make the branch a success.

Duties:

- Maintaining high standards of cleanliness in all public areas.
- On the front line meeting, greeting and serving customers.
- Informing customers of any collection times or delivery dates.
- Resolving disputes and customer complaints.
- Highlighting special offers and promotions to customers.
- Providing product advice, knowledge and guidance to customers.
- Taking cash from customers and processing their credit card payments.

Specialization: Cash Management, Customer Service & Sales.

Key Accountabilities:

Proficient in handling Cash transactions and updating the same in Database.
Dealing with the customer problems and also solving the same via Telephone.
Maintain an adequate inventory of office supplies.
Perform other related duties as required.

Achievements:

Received a certificate in Cash handling from Emarat, Dubai
Received a certificate in Fire Fighting from Emarat, Dubai.
Received a Certificate in handling & re-solving the Queries of the customers from Al-Kharj hotel, Riyadh, Saudi Arabia.

Educational Qualifications:

Pre Educational Certification from S.D.M College Honnavar.

Computer Proficiency:

Basic knowledge of computer applications
Having Sound Knowledge in using the Internet Applications.
Ability to learn quickly the new Software's implemented by an organization

LANGUAGES:

Arabic, English, Hindi, Kannada, Urdu.

Personal Details:

Father's Name: Abdul Khadar I Shaikh

Date of Birth : 05/11/1987

Marital Status : Married

Address

Near Mulund Check Naka

Mulund (W)

MOHAMMED MALIK