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Muhammad Kasim Sha

RESTAURANT MANAGER | CATERING SUPPLY MANAGER | HOSPITALITY LEADER

SUMMARY

A results-driven hospitality professional with 15+ years of expertise in restaurant and catering management. Specialized in luxury yacht catering, cruise dining, and fine dining establishments. Adept at enhancing customer satisfaction, optimizing operations, and leading high-performing teams. Proven track record in streamline food service processes, improve efficiency, and drive profitability. Strong leadership in team management, performance evaluation, and revenue growth.

PROFESSIONAL EXPERIENCE

RESTAURANT MANAGER

RR INN GROUP OF HOTELS

July 2023 - February 2025 India

CATERING SUPPLY MANAGER

ROYAL STAR YACHTS

November 2021 - April 2023 Dubai

RESTAURANT MANAGER (CRUISE RESTAURANT)

AL FARIS FLOATING RESTAURANT

November 2020 - November 2021 Dubai

ASSISTANT RESTAURANT MANAGER & ROOM SERVICE

SOFITEL DUBAI DOWNTOWN

March 2014 - August 2020 Dubai

SUPERVISOR

HAKAYA ARABIC RESTAURANT

June 2011 - December 2013 Abu Dhabi

RESTAURANT CAPTAIN

DSF GRAND PLAZA HOTEL

March 2010 - January 2011 India

WAITER

IDEAL BEACH RESORTS

January 2009 - February 2010 India

KITCHEN ASSISTANT

HOTEL JONY INTERNATIONAL

July 2008 - January 2009 India

CERTIFICATIONS & TRAINING

- ❖ **Food & Beverage Service & Production Training** | Hotel Jony International | Tamil Nadu (2007-2008)
- ❖ **Food & Beverage Service Training** | Ideal Beach Resort | Tamil Nadu (2006)
- ❖ **Housekeeping Training** | Uday Samudra Leisure Beach Hotel | Kerala (2005)

EDUCATION

B.Sc in Hotel & Catering Management

KING INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY | TAMIL NADU | INDIA

Diploma in MS-Office

COMPUTER SOFTWARE COLLEGE | TAMIL NADU | INDIA

CORE COMPETENCIES & SKILLS

- ❖ **Leadership & Team Management** – Staff supervision, training, and performance evaluation.
- ❖ **Restaurant & Catering Oversight** – Efficient coordination of front-of-house and back-of-house operations.
- ❖ **Guest Experience Optimization** – Proactively resolving issues and manage guest relations.
- ❖ **Food & Beverage Services** – Menu development, supplier coordination and food safety compliance.
- ❖ **Financial Acumen** – Budgeting, cost control, and revenue optimization strategies.
- ❖ **Health & Safety Compliance** – Adherence to sanitation and hygiene protocols.
- ❖ **Marketing & Sales** – Event planning, promotions, and customer relationships.
- ❖ **Technical Proficiency** – Experience with reservation systems, POS systems, and Microsoft Office Suite.
- ❖ **Problem-Solving & Adaptability** – Quick decision-making under pressure and adaptability to dynamic environments.
- ❖ **Multilingual Communication** – Fluent in English, Tamil, Malayalam, Arabic, Hindi, Urdu, and Telugu, ensuring effective communication and team cohesion.

KEY ACHIEVEMENTS

1. **Elevated Guest Satisfaction** – Improved satisfaction scores by 20% within one year through service enhancements.
2. **Reduced Operational Costs** – Achieved 15% savings through strategic process improvements.
3. **Luxury Yacht Catering Excellence** – Successfully managed 50+ high-profile yacht events annually, ensuring flawless service.
4. **Team Performance Boost** – Implemented training programs, increasing staff efficiency by 30%.

PERSONAL DETAILS

- **DOB:** 18/09/1986
- **Marital Status:** Married
- **Nationality:** Indian
- **Passport Number:** U0816257
- **Visa Status:** Own Visa
- **Availability:** Immediate
- **Languages:** English | Arabic | Hindi | Urdu | Malayalam | Tamil | Telugu

DECLARATION

I hereby declare that the information provided is true and correct to the best of my knowledge.

Muhammad Kasim Sha