



# SHAHUL HAMEED

ASSISTANT RESTAURANT MANAGER



DUBAI, UAE



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## ABOUT ME

Food service professional with eight years in FOH and BOH operations. Demonstrated team leader with excellent staff management skills. Dynamic and accomplished catering and food service professional with prior work in social and corporate markets. Notable success in large-scale event planning, food preparation and menu development. Currently seeking a food service management role.

## EDUCATION

### BBA

Angelblues Aviation and Tourism Academy / KOCHI / 2015

## SKILLS

PASSION FOR DELIVERY

CUSTOMER SERVICE BEST PRACTICES

EVENT PLANNING AND MANAGEMENT

OPERATIONS MANAGEMENT

SUPERVISORY SKILLS

LABOUR AND FOOD COST CONTROL

FULL SERVICE RESTAURANT BACKGROUND

## LANGUAGES

ENGLISH

ARBIC

HINDI

## WORK EXPERIENCE

**HARBOUR VIEW  
RESIDENCY**  
KOCHI  
Mar 2015 - Mar 2016

### ASSISTANT RESTAURANT MANAGER

- Kept facility and equipment in good working condition through regular preventive maintenance and repair schedules
- Developed safety procedures to meet local regulations and trained bartenders and waiting staff when implemented.
- Developed and maintained staff to provide hospitable, professional service while adhering to policies and business initiatives.
- Optimised profits by controlling food, beverage and labour costs daily.
- Monitored service periods and realigned team positions to provide optimal coverage to meet customer demands.
- Conducted regular inspections to ensure cleanliness in all bar and Front of House (FOH) areas.
- Assessed operational performance to measure compliance with regulatory, industry and brand standards.

**RAWABI TRAVEL  
AND TOURISM**  
EDAPPAL - KERALA  
Apr 2016 - Sep 2018

### SALES EXECUTIVE

- Handled the travel arrangements for groups, couples, executives and clients with special needs.
- Responded immediately to clients' questions, issues and complaints and - - found effective solutions when required.
- Explained the benefits of purchasing travel insurance with clients and ensuring that they thoroughly understood the information.
- Established a base of loyal clientele due to excellent listening and research skills and a keen understanding of travel budgets.
- Handled travel arrangements for groups, couples, executives and special needs clients.
- Reserved tickets, booked accommodations and rental transportation to accommodate needs of customers.
- Organised and printed travel dates, schedule and airline information to present detailed itinerary to customers.

**A B C STATIONERY  
AND OFFICE  
SUPPLIES**  
MUROOR-ABU  
DHABI  
Oct 2021 - Present

### SALES SUPERVISOR

- Generated effective sales strategies and taught new employees company procedures and policies.
- Checked for quality assurance by monitoring team calls.
- Promoted culture of customer focus, product knowledge and production solutions to build loyal customer base.
- Gave team members support needed for upselling products and services and closing sales with customers.
- Supported sales team by monitoring daily operations and providing information and procedural guidance to staff.
- Managed inventory to keep adequate and properly merchandised stock on sales floor.
- Planned and executed promotional in store events to increase business and sales revenues.