



SOHAIL MASIH

CREW TRAINER & CUSTOMER CARE

I educate both new and experienced crew members, ensuring they adhere to company standards and policies. My role involves providing guidance on tasks such as food preparation, customer service, and safety protocols. Customer Care: I am dedicated to delivering exceptional customer service. I greet customers warmly, take orders accurately, and handle payments efficiently. My commitment to customer satisfaction includes addressing inquiries, resolving issues, and ensuring a positive dining experience.

EXPERIENCE

☎ 0523597176

✉ mosessohail157@gmail.com

📍 Daira Dubai

SKILLS

- **Customer Engagement**
- Order Management
- Product Knowledge:
- Food Safety and Hygiene
- Problem-Solving
- Team Collaboration
- Cleanliness
- Strong Communication
- Upselling and Promotions

EDUCATION

SECONDARY SCHOOL

Really Great High School
2014 - 2016

MATRIC

Government High School of Pakistan
2010 - 2012

LANGUAGE

English
Urdu
Punjabi
Hindi

CREW TRAINER

Really Great Macdonald's Company

- Proficient in customer service, food handling, and Point of Sale (POS) transactions.
- Strong communication and leadership skills, capable of training and motivating a team.
- Adherence to strict hygiene and safety standards.
- Ability to work in a fast-paced environment.
- Being a McDonald's Crew Trainer has allowed me to gain valuable experience in food service, customer care, and team leadership, making me a valuable asset to any restaurant team



CUSTOMER CARE REPRESENTATIVE WAITER

Really Great Shelton Hotel Company

- I am dedicated to delivering outstanding customer experiences, ensuring guests leave with a positive impression of the establishment. My combined skills as a Customer Care Representative and Waiter contribute to creating a welcoming and enjoyable dining atmosphere.



CREW MEMBER OR TECHNICAL CREW

Really Great Hardee's Company

- I am a dedicated and highly motivated crew member/technician with a passion for providing exceptional service and contributing to a positive dining experience at Hardee's. With a strong background in the fast-food industry, I bring valuable skills and expertise to the team



CUSTOMER SERVICE REPRESENTATIVE

Really Great Yemek Doner Kebab Company

- As a Customer Service Representative at Yemek Doner Kebab, my primary role is to provide exceptional service to our valued customers while ensuring a positive dining experience. Here's a brief description of my responsibilities and skills in this role:

