

Mohammed Jamal



Sharjah Uae 📍

Visa status (Residency visa)

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Objective

An enthusiastic manager with drive determination and a proven ability to ensure that a restaurant operates efficiently and profitably having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and service presents a positive and fashionable image of business extensive knowledge of the hospitality industry it's working practice recruitment and pay condition of employment and existing skills and experience

Experience

- Gourmet Box Cafe & Casual Dining Restaurant Uae** February's 2022 - June 2023
in Charge Of Restaurant
Daily Coordinate front & Back House Operation
Deliver Superior Service & Maximize Customer's Satisfaction
Respond Efficiently & Accurately To Customers Complaints
Daily Review Products Quality
Organize & Supervise Shifts
Apprise staffs Performance & Providing Feed Back To Improve Productivity
Ensure Compliance with Sanitation & Safety Regulations
Manage Restaurant Good Image Suggest to Improve
Create Details Reports On Weekly Monthly
Promote The New Products in Local community
Through Words Of Mouth & Restaurant Events
Train New & Currently Employees On Proper Customers Service Practice
Implement Policies & protocols Will Be Maintain future Restaurant Operation
Operating Drive Thru windows & Sitting Time For Improvement
Following All Delivery Orders & Dispatch On Time
Coordinate The Special Events Such A Birthday Party & Meeting Or Others
Maintain Food Safety & Quality Standards
Daily Inventory of the Stock
- Valor Cafe Bakery Chocolate And Cakes Kuwait** October 2019 - January 2021
(Outlet Supervisor)
Greeted customers providing friendly welcoming customers service
Ensuring the high standards of chocolate cakes service
Dealing with the all phone calls
Maximize all business opportunities to drive sales
Abilities to create great atmosphere & be inspirational host
Monitoring sales & writing in formative reports to the operation manager
Taking order on line
Flowing all delivery and dispatching in time
Responding customer complaints and providing free voucher for dissatisfied
Providing the leadership and direction to all employees
Assisting the customers constantly
Products ordering to suppliers
- New Day Cafe & Restaurant kuwait** February 2017 - September 2019
(In Charge Of Restaurant)

Monitor the Restaurant & make food quality & service standards are consistently meet
 Make a excellent customer service
 Make a inventory
 Wastage information & order products
 Respond to the customer complaints taking appropriate action for the customer satisfaction
 Reporting to the boss
 Make a staff training & food safety
 Assisting to the customers
 Completing tasks assigned by boss's
 Ensure food quality and availability
 Dealing with all suppliers

- **Dairy Queen Grill & Chill Foodstuffs Kuwait**

August 2013 - December 2016

(In Charge Of Restaurant)
 Manage the Restaurant & all staffs
 Responsible for development & achievement of the Restaurant goals
 Business plan by working with operation teams
 Respond the customer complaints having a action & ensure for the customer satisfaction
 Make a Staffs training and food safety
 Make a Weekly training program monthly refreshment
 Daily team of briefing
 Adviced to new staffs on customer service skills and up selling strategies
 Supervised staffs instructions for improvement and reprimanded staffs as needed
 Dealing and ordering to the supplies

- **Dunkin Donuts Continental International WLL Kuwait**

May 2007 - July 2013

(Store Manager)
 Excellent customer service
 Handling different kinds of customers
 Inventory of the stock
 Daily term's briefing weekly training programs
 Monitor the availability of the stocks
 Making report every end of the month
 Performs other tasks assigned by immediate superior
 Weekly Making schedule for staffs
 Fixing customers complain and make customer satisfaction

Education

- **University of Mumbai India**

Bachelor of Business Administration

Skills

Ms Word, Ms excel, Ms power point, Emails, Team building, Management, Leadership, Critical Considering, Positive Attitude, Work Ethics, Customers handling, Conflict Resolution, Active to learning, Critical thinking and problem solving, Team work and collaboration, Professional and strong work ethic, Oral & written communication skills, Leadership,

Activities

- Bike riding, Play sports football tennis and other games Playing and solving puzzle games, Reading a book and article's, Traveling, Attending customers service, watching movies Listening music. Make a new friends. Love to eat.

Languages

- English write and speaking well, Hindi writing and speaking well, Urdu speaking well, Arabic speaking,

Additional Information

Bike riding license under process