

ABDULLAH MOHAMMED

Hyderabad, Telangana | +918686481980 | abdallahabbu0427@gmail.com |

Profile

Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development. Driven leader with multiple years of experience in strong problem-solving and customer service skills. Dedicated to providing highest level of service to customers and creating pleasant work environment for staff. Knowledgeable in food safety and sanitation protocols.

Experience

RESTAURANT MANAGER | TREEBO TREND WOODBRIDGE HOTEL | MARCH 2014 – PRESENT

- Managed daily operations to ensure a high level of efficiency, consistency, and quality in both food and service
- Reconciled cash and credit card transactions to maintain accurate records
- Carefully interviewed, selected, trained, and supervised staff
- Tracked daily sales transactions and invoices for accurate and updated financial reporting.
- Oversaw inventory management processes to minimize waste and maintain optimal stock levels for seamless operation
- Enhanced guest experience by regularly reviewing feedback and implementing necessary improvements
- Facilitated regular safety training sessions for all team members to ensure a safe working environment free from accidents or injuries
- Correctly calculated inventory and ordered appropriate supplies
- Reduced staff turnover rate with effective leadership, open communication, and employee development opportunities.
- Conducted health, safety, and sanitation process evaluations to identify and remedy any violations immediately
- Maintained kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipments
- Developed unique events and special promotions to drive sales.
- Implemented quality management and customer service standards that significantly increased guest satisfaction scores.
- Developing and executing marketing and sales strategies to drive occupancy rates and revenue.
- Overseeing all aspects of hotel operations to ensure the highest level of guest satisfaction and operational efficiency.

CUSTOMER SERVICE REPRESENTATIVE/CASHIER | JUBILANT FOOD WORKS | AUGUST 2013 – FEB 2014

- Provided exceptional customer service by greeting and assisting customers, resolving inquiries and concerns, and maintaining a friendly and welcoming atmosphere
- Operated cash registers and accurately processed cash, credit, and electronic transactions while adhering to company policies and procedures
- Demonstrated strong problem-solving skills by handling customer complaints and finding efficient solutions to ensure customer satisfaction
- Collaborated effectively with team members to achieve sales targets and maintain a clean and organized cashier station, resulting in optimized workflow and customer experience
- Worked flexible schedule and extra shifts to meet business needs

Education

INTERMEDIATE IN SCIENCE | JUNE 2011 – MAR 2013 | MS JUNIOR COLLEGE

HIGH SCHOOL SSC | APRIL 2011 | JUBILEE HIGH SCHOOL

Skills & Abilities

- Staff Management
- Team Management
- Customer loyalty
- Complaint resolution
- Inventory control and record keeping
- Adaptable
- Supervisory skills
- Safe food handling
- Leadership abilities
- Monitoring food preparation
- Time management
- Fun and cheering

Activities and Interests

Traveling, Exploring distant lands, Capturing moments, Cricket, Indoor Games

Languages

English, Hindi, Urdu and Basic Arabic