

YASIR FAROOQ

Ras al Khaimah, UAE

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CAREER OBJECTIVE:

Highly motivated and experienced Restaurant In charge with a track record of successfully managing restaurant operations and delivering exceptional customer service. Seeking a challenging role where I can leverage my leadership skills, operational expertise, and passion for the hospitality industry to drive profitability, maintain quality standards, and create a memorable dining experience for guests. Committed to optimizing team performance, fostering a positive work environment, and achieving organizational goals.

PERSONAL INFORMATION:

- Date of Birth : 4th May 1989
- Nationality : Pakistani
- Gender : Male

ACADEMIC QUALIFICATIONS:

- Higher Secondary School Mirpur Board
- Secondary School Certificate Federal Board

PROFESSIONAL CERTIFICATIONS:

- Food Safety Certificate- Serv Safe

SOFT SKILLS:

- Fully versed with Microsoft (Excel, Word, Power Point), Outlook, Coral Draw
- Proficient in POS for accurate sales and inventory management

INTERPERSONAL SKILLS:

- Strong Communication Skills
- Excellent organizational and time management abilities
- Exceptional customer service skills.
- In-depth knowledge of food safety and hygiene regulations.

CAREER HISTORY:

➤ **Store In charge, Americana (Pizza Hut), UAE- April 2019-Present:**

- Successfully managed the daily operations of a busy Pizza Hut store for the past 4 years.
- Oversaw all aspects of store management, including opening and closing procedures, staff scheduling, and inventory management.
- Trained, supervised, and motivated staff members, ensuring they provided exceptional customer service and achieved sales targets.
- Ensured strict compliance with company policies, procedures, and quality standards to maintain brand integrity.
- Monitored and maintained optimal stock levels of ingredients, supplies, and packaging materials, coordinating with suppliers for timely deliveries.
- Handled customer inquiries, complaints, and feedback promptly and effectively, resolving issues to ensure customer satisfaction.
- Conducted regular store inspections to maintain cleanliness, adherence to health and safety regulations, and quality standards.
- Implemented marketing initiatives and promotions that resulted in increased sales and improved customer engagement.
- Analyzed sales figures, financial data, and operational reports to identify areas for improvement and implemented strategies to enhance store performance.
- Collaborated with other store managers and regional management to share best practices, streamline operations, and achieve business objectives.

➤ **Security Officer, G4S Security Company UAE- 2017-2019**

➤ **Restaurant Manager, Sizzlers- March 2015- January 2017:**

- Manage the day-to-day operations of the restaurant, including staff scheduling, inventory management, and overall workflow coordination.
- Maintain quality standards for food preparation, presentation, and service to meet or exceed customer expectations.
- Ensure compliance with health, safety, and sanitation regulations, as well as company policies and procedures.
- Collaborate with the kitchen team to ensure smooth coordination between front-of-house and back-of-house operations.
- Handle customer inquiries, complaints, and feedback, addressing them promptly and professionally to ensure customer satisfaction.
- Implement marketing initiatives and promotional activities to increase customer engagement, drive sales, and enhance brand awareness.
- Conduct regular inspections of the restaurant to maintain cleanliness, organization, and adherence to quality standards.

LANGUAGE:

- English
- Urdu
- Punjabi

REFERENCES:

- Will be provided on demand.