

AXEL JAMAL

CONTACT



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Home/Mobile
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SKILLS

Organised

- Marketing
- Staff training and development
- Shift coordination
- Team management
- POS system operation
- Inventory management
- Scheduling
- Staff supervision
- Opening and closing procedures
- Customer assistance
- Critical thinking
- Excellent telephone manner
- Self-motivated
- Strong leadership
- Excellent communication
- Empathic
- Detail orientated

Customer-focused Restaurant Supervisor with 4+ years of experience maintaining high operating standards and exceeding sales targets. Skilled in hiring, training and building new teams, ensuring adequate training and supervision is consistently provided. Exceptional communication and time management skills.

EXPERIENCE

January 2018 to Current

Floor Supervisor *Supawan*, London

- Ensured safe working practices were consistently maintained, with staff duties being performed in accordance with health and safety procedures.
- Assisted manager with hiring and induction processes of new staff members, guaranteeing adequate onboarding and training was delivered.
- Conducted department walk throughs to assess and remedy factors such as cleanliness, inadequate stock levels and poor merchandising.
- Oversaw entire stock management process, including receiving incoming merchandise, shelf replenishment and shrinkage control.
- Responded to customer inquiries and delivered appropriate information after carefully researching issues.
- Maintained smooth day-to-day operations of the restaurant through diligent staff supervision, ensuring highest standards and procedures were strictly followed.

July 2016 to August 2017

Floor Supervisor & Marketing Officer *Japindo Ltd*, London

- Put together reports detailing campaign performance, customer engagement and engagement.
- Managed client marketing strategies and product promotion campaigns.
- Managed customer digital marketing strategies to meet client goals and objectives.
- Produced marketing graphics that were attractive and high-quality by applying skills in Adobe design tools (photoshop etc)

EDUCATION

2014

Diploma of Higher Education International Business

BINUS UNIVERSITY INTERNATIONAL , Jakarta, Indonesia

2017

Bachelor of Arts Business Studies

Cardiff Metropolitan University , London