

Hello

I'm Sheakh Naimur Rahman Emon
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Skills

- Extensive experience in the restaurant and catering industry
 - Strong leadership and team management skills
 - Excellent customer service and communication skills
 - Ability to manage and oversee operations efficiently
 - Problem-solving and conflict resolution
 - Knowledge of health and safety regulations in food service
 - Ability to maintain high standards of cleanliness and customer satisfaction
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Experience

Kokoro, London - Customer Service

- Managed customer interactions, ensuring satisfaction and resolving issues promptly.
- Trained new staff and ensured all team members were up-to-date on policies and customer service protocols.
- Handled daily operations, including overseeing the delivery and collection area, addressing customer needs, and maintaining high standards of service.

Vandari Restaurant, Lamua Bazar, Bangladesh - Manager

- Oversaw restaurant operations, ensuring smooth service delivery from kitchen to customers.
- Managed staff, including shift managers, waiters, and kitchen personnel.
- Handled customer complaints, monitored service quality, and implemented changes for improvement.
- Responsible for inventory control, staff scheduling, and budgeting for the restaurant.

Vandari Restaurant, Lamua Bazar, Bangladesh - Shift Manager

- Managed a team of waiters and kitchen staff during shifts.
- Ensured that all customers received timely and high-quality service.

- Implemented operational procedures to improve efficiency.

Vandari Restaurant, Lamua Bazar, Bangladesh - Waiter

- Delivered exceptional customer service, took orders, and ensured customer satisfaction.
 - Worked closely with kitchen staff to ensure prompt and accurate order fulfillment.
 - Assisted with setting up the dining area and cleaning post-service.
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Education**Higher Secondary Certificate**

Moulvibazar Govt Collage, Moulvibazar, Bangladesh