

# Tanjir Hasan

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## PERSONAL SUMMARY

Diligent and customer-focused professional with a valid SIA license, committed to maintaining a safe and secure environment. Adept at blending security expertise with exceptional customer service skills to create a welcoming atmosphere. Demonstrated ability to handle challenging situations with tact and diplomacy. Proven track record of ensuring the safety of individuals and assets while delivering outstanding service. Seeking a role that leverages my SIA licensure and customer service acumen to contribute to a secure and positive environment.

## Objective

Looking for a position with an exciting and ambitious company that provides room for progression.

## Training & Skills at Laser Learning Award 2024 ( SIA License Level )

- Possess valid SIA license, ensuring compliance with security regulations and protocols.
- Proven ability to deliver exceptional customer service, creating a positive and friendly environment
- Well-versed in security protocols, to maintain a safe and controlled environment.
- Strong communication skills with clear and concise interaction with clients and colleagues.
- Adept at handling challenging situations with a calm and composed demeanor.
- Collaborative team player to work with colleagues and stakeholders to achieve common goals.
- Quick learner with a proactive and responsive approach to security and service requirements

## Work Experience

Waiter at **New Swad, Swadlincote**

September 2023 -Ongoing

- Greet and seat guests, providing a warm and welcoming atmosphere.
- Present menus, offer recommendations, and explain menu items to customers
- Take accurate food and beverage orders and relay them to the kitchen promptly
- Serve meals and beverages with attention to detail and presentation.
- Anticipate and address customer needs during the dining experience.
- Handle customer inquiries, concerns, and complaints with professionalism.
- Collaborate with kitchen and support staff to ensure smooth service delivery.
- Upsell menu items and contribute to the overall revenue generation

## **EDUCATION**

### **Higher Diploma in Hospitality Management**

Stanford College, Malaysia 2009

### **Diploma in Hospitality Management**

Shatec Hospitality Management, Singapore 2006

IT Skills with Microsoft 365, Windows and Mac.

FULL TIME work authorized by Home Office.

## **Personal Interest**

Often playing football in the park with different age groups, Run and Exercise, Home Improvement.

## **REFERENCE**

MR. Fuzlu Mia on 07906732244

Manager at **New Swad, Swadlincote**