# Asad zaman

Nationality Pakistani

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# Career Objective & Profile

**7+ years’ progressive experience as a assistant rm and Supervisor with renowned restaurants  
• Competent at servicing banquets and managing special events at a restaurant  
• Well-versed in setting tables and preparing and serving food and beverages according to set instructions  
• Track record of up selling through suggestive selling techniques  
• Exceptional sales and customer service acumen.**

## Duties and Responsibilities

* Oversee all front and back of the house restaurant operations
* Ensure customer satisfaction through promoting excellent service
* Respond to customer complaints tactfully and professionally
* Maintain quality control for all food served
* Analyze staff evaluations and feedback to improve the customer’s experience
* Project future needs for goods, kitchen supplies, and cleaning products; order accordingly
* Oversee health code compliance and sanitation standards
* Look for ways to cut waste and decrease operational costs
* Generate weekly, monthly, and annual reports
* Train new employees and provide ongoing training for all staff
* Attend quarterly P&L meetings

Restaurants must operate with high degrees of efficiency, especially during lunch and dinner rushes. The restaurant supervisor oversees the process while simultaneously ensuring food quality, service and cleanliness standards are maintained throughout shifts. One way you operate efficiently is by scheduling enough workers to handle busy periods. You may also send people home during slow periods to keep labor costs down. Restaurant supervisors also must follow opening and closing procedures. They must make bank deposits and get cash and change for register drawers before the restaurant opens, and must clean, store food and disassemble steam tables and fryers at closing time.

**SYNOPSIS OF ACHIEVEMENTS**

**• Increased profits by $5000 per month through effectively cross-selling and up-selling menu items  
• Suggested a program of free gift cards with lunch meals which led to a high volume of clientele at a time of low customer traffic  
• Developed an excellent team of servers through effective training and leadership  
• Increased employee’s morale by suggesting Employee of the Month contest, now a regular feature of the restaurant**

**HOSPITALITY EXPERIENCE**

Hotel Anwar ul Medina Movenpick June 2014-feb 2016 as a restaurant supervisor

Latrium restaurant Pakistan march 2009 to 2014 as a assistant restaurant manager

Ihop restaurant shift incharge august 2016 onwards

**ADDITIONAL CAPABILITIES**

• Excellent communication and interpersonal skills  
• Ability to understand and follow food sanitation and safety protocols  
• Deep understanding of operating food service equipment  
• Working knowledge of housekeeping procedures  
• High degree of personal cleanliness  
• willing to work flexible hours

**Education:**

**Food AND Hygiene diploma 2014 E Crystal Saudi Arabia**

**Specialized in hotel English Language Course From Saudi Arabia 2015**

**Level 6 diploma 2 years in hospitality**

**b.com 2009**

**m.com 2019**

**Computer Courses**

Application Management

* Microsoft Office Pack , Networking Essentials
* Internet + Email, Hardware Assembling, Software Installation

From EDGE System International - 2005

# Personal Information:

Father’s Name : Khurshid aslam zaman

Religion : Islam

Marital Status : Single Nationality : pakistani