



JAHANZAIB SHAKEEL

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PROFESSIONAL SUMMARY

Highly-motivated Restaurant Supervisor with two years of experience proactively leading a team. Track record of improving sales through exceptional customer service and attention to detail. Ability to work efficiently and professionally with personality.

WORK HISTORY

RESTAURANT SUPERVISOR, 09/2018 - 01/2020

Avari Towers, Karachi, Pakistan

- Strategically planned and reviewed restaurant staffing levels based on evolving service demands.
- Ensured exceptional health and safety standards by closely monitoring restaurant operations.
- Led motivated teams of front- and back-of-house staff, achieving high-quality standards and service.
- Organized special events and functions, including receptions, parties and corporate lunches.
- Provided administrative support to upper management through inventory reporting, budget governance and payroll management.
- Established and enforced improved sanitation standards to maintain clean, hygienic dining areas.
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Established safe and secure dining environment with strong sanitation standards.
- Quickly identified problem situations, skilfully resolving incidents to maintain satisfaction of involved parties.
- Improved Front-of-House (FOH) staff productivity by elevating greeting and seating processes.
- Developed, implemented and communicated business plans to promote profitable food and beverage sales.

EDUCATION

Dadabhoy Institute of Higher Education, Karachi, Pakistan, 02/2017 - 05/2019

Bachelor of Commerce: Commerce

Pakistan Institute of Tourism & Hotel Management, Karachi, Pakistan, 02/2017 - 04/2018

Diploma: Restaurant & Hotel Management

SKILLS

- Team development
- Customer service
- Efficient and proactive
- Team management
- Cost-controls
- Recipes and menu planning
- Operations management
- Passion for customer satisfaction
- Food plating and presentation
- Marketing and advertising
- Food preparation and safety
- Strong work ethic
- Hospitality business management