

Zulfiqar Ali

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Objective:

I have an extensive background in F&B industry. Always carry on ultimate goal to providing exceptional Guest/customer service experience. Meanwhile achieving the organizational set targets throughout effective and smooth floor operation. A key driver to my professional achievements has been applying my communications and interpersonal skills to effectively interact with leaders, employees and stakeholders guided by my passion for organizational development and excellence.

PROFESSIONAL EXPERIENCE:

Company: Dar Al Iman, Intercontinental, Medina, KSA

Position: Senior Waiter

Duration: April 2017 till December 2019

- Overseeing operations in various outlets, ensure day to day operation runs smoothly, interact with Guests to verify customer satisfaction, promote brands, and accept guest feedback.
 - Responsible handling daily sales report, monthly attendance, inventory, and cash receipts
 - Opening and closing duties, issuing out banks for cashiers, counting out the safe, distributing change, ensuring vouchers are properly secure.
 - Providing an excellent dining experience, managing staff, ensuring efficiency, overseeing health and safety regulations
 - Oversee administrative tasks, including training, maintaining employee personal files, supplies, and food ordering, and answering phone calls.
 - Responsible for all the business operations of dining establishment, such as dealing personal events and reservations.
 - Assist Food and Beverage management with achieving financial targets.
 - Overseeing operations in various outlets, ensure day to day operation runs smoothly, interact with Guests to verify customer satisfaction, promote brands, and accept guest feedback.
 - Responsible handling daily sales report, monthly attendance, inventory, and cash receipts
 - Opening and closing duties, issuing out banks for cashiers, counting out the safe, distributing change, ensuring vouchers are properly secure.
 - Providing an excellent dining experience, managing staff, ensuring efficiency, overseeing health and safety regulations
 - Oversee administrative tasks, including training, maintaining employee personal files, supplies and food ordering, and answering phone calls.
 - Responsible for all the business operations of dining establishment, such as dealing personal events and reservations.
 - Assist Food and Beverage management with achieving financial targets.
- **Skills:** Market Planning · Interpersonal Skills · Customer Service Management · Food Industry · Restaurant Management · Quality Control · Recruiting · Customer Experience · Team

Company: Dar Al Iman, Inter Continental, Medina, KSA

Position: Waiter Mini Bar In charge

Duration: January 2013 till Mar 2017

- Welcome customers and ensure that they are properly being looked after.
 - Check reservations daily and ensure that reserved tables are properly set and tagged.
 - Ascertain that the restaurant area is properly cleaned and always set.
 - Provide wine recommendations and make customers aware of the day's specials.
 - Welcome customers and ensure that they are properly looked after.
 - Check reservations daily and ensure that reserved tables are properly set and tagged.
 - Ascertain that the restaurant area is properly cleaned and always set.
 - Provide wine recommendations and make customers aware of the day's specials.
- **Skills:** Problem Solving · Food Safety · Team Building · Wine · Customer Service · Interpersonal Skills

Qualification:

- Intermediate in Science (Shah Abdul Latif University Khairpur, Sindh, Pakistan)

IT Skills:

- Order taking on Micros POS software for room service.

Languages Skill:

- English: Speak/Read/Write (Excellent)
- Arabic: Speak/Read/Write (Excellent)
- Balochi: Speak/Read/Write (Excellent)
- Urdu: Speak/Read/Write (Excellent)
- Hindi: Speak/Read/Write (Excellent)

Personal Details:

Gender : Male

Date of Birth : 02/03/1992

Nationality : Pakistani

Visa status : Visit visa (Expiring 05th September 2023)

References can be provided upon request.