

# MUHAMMEDI SHAFIK



## OBJECTIVE

Experienced and self-motivated Sales man with five years of hypermarket

experience overseeing sales figures and new account developments.

Professional and enthusiastic Food Server with over three years of experience serving food in busy hotfood. Adept at delivering first class service to all dining patrons, adding

## EXPERIENCE

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**10/04/2023 – CURRENT**

**HOTFOOD SUPERVISOR**

**NESTO INTERNATIONAL**

**ALKHAN, SHARJAH, UNITED ARAB EMIRATES**

- Supervise and manage food and beverage staff
- Maintain inventory and order supplies as needed
- Ensure compliance with health and safety regulations
- Develop and implement training programs for staff to improve service quality
- Monitor customer satisfaction levels and take appropriate action to address complaints
- Oversee daily operations and ensure that all aspects of the business run smoothly
- Maintain financial records and track expenses
- Manage budgets, set goals, and forecast sales revenue
- Plan and organize special events and functions if needed

to the positive reputation of dining establishments. A high-energy individual, with the ability to multitask and work well under pressure. Extremely customer-focused and dedicated to maintaining food industry standards.

**DATE OF BIRTH**

15/07/2000

**ADDRESS**

ALKHAN,SHARJAH, SBK  
BULDIN, 0000000, SHARJAH,  
United Arab  
Emirates

**PHONE**

(+971) 525697639

**EMAIL**

nalakathshafik@gmail.com

**NATIONALITY**

INDIAN

**GENTER**

MALE

**04/03/2021 – 10/04/2023**

**FOOD COUNTER SALES ATTENDER**

**NESTO INTERNATIONAL**

**ALKHAN, SHARJAH, UNITED ARAB EMIRATES**

- Taking, filling, and processing customers' orders
- Preparing and serving food and beverages such as sandwiches, hamburgers, salads, milkshakes, and juices
- Delivering food orders at counters or tables
- Maintaining cleanliness and sanitation standards for tableware, cooking utensils, and serving areas

- Answering customers' questions and providing customer service
- Accepting payment for orders and providing change if necessary
- Portioning, wrapping, and packaging food for takeaway

**01/01/2019 – 02/2021**

**SALES ASSISTANT**

**MANSOOR TRADERS SUPERMARKET**

**PALAKKAD,KRALA,INDIA**

- relations with suppliersEnsure high levels of customer satisfaction through excellent sales service
- Assess customer's needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service

**EDUCATION**

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## **COMMUNICATION**

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COMMUNICATING CUSTOMERS & KNOW HIS NEEDS & WANTS & FULFILL THAT, DEALING ISSUES and CUSTOMER SATISFECTION.

## **LANGUAGE**

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MALAYALAM

ENGLISH

HINDI

TAMIL

ARABIC

## **SKILLS**

MS OFFICE,SAP, MS EXCEL, INTERNET OUTLOOK, SKYPE, FACEBOOK  
INSTAGRAM,

LIMKEDIN, WINDOWS GMAIL, TALLY ERP 9,GST TALLY AND , VAT