

MUHAMMAD YOUNUS

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PROFESSIONAL PROFILE:

A passionate Restaurant manager with a successful background in the management of kitchen, front and back of house Restaurant operation, coupled with strong knowledge of food and beverages, and hospitality Demonstration strong communication skills with the ability to resolve complaints, enforce quality and safety and train and lead teams in the delivery of superior customer services clients focus with a successful back ground in the management and implementation of new menu items and operational improvement in order to deliver a truly exceptional high standard catering experienced

CORE SKILLS:

Restaurant Management
Complaints Resolution
Staff Management
Food and Beverages (F& B)
Hygiene and Regulation

Kitchen Management
Operation Management
Menu Development
Team Leadership

CAREER SUMMARY:

LOKAIMAT BINTALQADI TRADING EST

Responsibilities as:
Till date)

(Jan-2022 to

Food Service Supervisor

Complete overseeing and coordinating all operations for two franchises.

- Increase sales and profits.
- Increase the exposure of the restaurant.
- Keep the restaurant profitable at all times.
- Keep the gastronomic offer of the restaurant inexpensive or low-cost.
- Maximize the sustainability and efficiency of the restaurant
- Organizing workflow and ensuring that employees understand their duties or delegated tasks.
- Monitoring employee productivity and providing constructive feedback and coaching

GRILLO Pakistan**Responsibilities as:**
Jan-2022)**(Mar-2017 to**

Restaurant Manager

Lead a team of 25, comprising 10 kitchen staff and 15 waiting assistants, to ensure the provision of an excellence restaurant service for guest; report to the restaurant owner.

- Facilitate all aspects of the business inclusive of accounts and stock take, liaise with various suppliers and product representatives, and coordinate kitchen operations to provide fresh food cooked to orders.
- Coordinate the daily front of house and back of house restaurant operation including the opening and closing of the restaurant
- Oversee the budget and restaurant financials inclusive of cashing up, invoicing and supplier\
- Ensure the delivery of superior customer service to maximise customers' satisfaction, and respond to and resolve customer complaints.
- Review product quality, research new supplier, monitor stock levels and order reviews when required
- Organise the staff rota and weakly shift schedule, appraise staff performance and provide feedback
- Produce new menu items and update the menu to meet ever changing supply and demand, and client requirements, such as gluten free items and high taste end products or high peak season
- Oversee the update of standard procedures in all aspect of the company's operations with a specific focus on the customer
- Ensure the compliance with all sanitation, food hygiene and safety regulations to maintain a good reputation

Key achievement:

- Successfully reviews reduce food wastage and cost by 5% and achievement 95% in customers service satisfaction

**Karachi Inn Restaurant LLC,
Dubai****Responsibilities as:**
Oct-2016)**(Jul-2012 to**

Assistant Restaurant Manager

Command a team of 40, comprising kitchen and waiting staff, to ensure the provision of an unrivalled service for guests: reported to the business Owner.

- Workers with closed collaboration with the kitchen, back of house and front of house staff in the development the
- menu and delivery of customers.
- Controlled operational costs, identified measures to cut wastage and estimate future requirements for goods, kitchen
- utensils and cleaning products.
- Encourage the upkeep of the restaurants good image and suggested ways to improve it.
- Promoted the brand in the local community through word-of-mouth, advertising and special events.
- Recommended ways to reach a broader audience such as special discount and social media advertisement

ZICO CCTV
Karachi, Pakistan.

Responsibilities as:
Jun-2018)

(Feb-2017 to

Accounts and Customer Management

03 year working experience in ZICO CCTV, I was mainly responsible for end to end handling of:

- Customer Service
- Store Maintenance
- Accounts and Finance

EDUCATION:

Degree / Certificate	Institution
Graduation in B. Com	University of Karachi
Intermediate	Govt. Johar Degree College Karachi
Matriculation	Ghazi Foundation School, Karachi

COMPUTER SKILLS:

- Windows NT Server, Windows 2000 Server, Windows 98 / Windows 2000 Professional / Windows NT workstation's Clients.

EXTRA CURRICULAR ACTIVITIES /HOBBIES:

- Watch talk shows, playing cricket.
- Reading books and net surfing. Like to share knowledge with colleagues.

PERSONAL DATA:

Father's Name : Abdul Razzak
Date of Birth : Oct 03rd, 1991
Religion : Islam
Nationality : Pakistani

REFERENCES:

Shall be furnished upon request.