

Faisal Shahzad

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Present: Riyadh, Saudi Arabia.

Transferable Iqama

(Date of Birth:24-10-1992)



CORE STRENGTHS

- Expert in pre-opening of restaurants, including FOH & BOH operations.
- Able to create detailed restaurant feasibility studies and budgeting.
- Strong brand development and marketing collaboration experience.
- Transparent work style with report management and tracking systems.
- Wide network in the local hospitality industry, capable of assembling teams for new projects.
- Proven leadership in fine dining, casual dining, and fast food restaurant operations.

PROFESSIONAL EXPERIENCE

Miso – Restaurant General Manager

June 2023 – September 2025 | Lahore, Pakistan

- Lead strategic planning and daily operations for both FOH & BOH, ensuring smooth service flow and high standards.
- Direct recruitment, training, and development programs to build strong, service-oriented teams.
- Design and implement marketing strategies in collaboration with the marketing team to enhance brand visibility and customer engagement.
- Conduct menu engineering, food trials, and launch planning for new items.
- Monitor food safety and kitchen hygiene practices, ensuring full compliance with health regulations.
- Execute forecasting and payroll planning aligned with business targets.
- Oversee daily purchasing and track reports to maintain inventory accuracy and cost efficiency.
- Maintain zero-waste inventory management and control expenses with department-wise reporting.
- Compare monthly sales data to identify trends and performance gaps.
- Personally moderate and organize in-house and outdoor events, ensuring seamless operations.
- Foster strong guest relations by staying on the floor during peak hours and monitoring team performance.
- Perform guest follow-up calls to retain loyal customers and offer personalized privileges.
- Initiate strategic business partnerships with e-commerce platforms and relevant external stakeholders.
- Regularly take action to drive business development and boost overall sales growth.

Cafe Romansu – Director Operations

Sep 2021 – Feb 2023 | Lahore, Pakistan

- Conducted full restaurant feasibility analysis, securing a PKR 5 million investment and ensuring profitability post-launch.
- Strategically selected the restaurant location based on footfall potential and market demand.
- Created detailed kitchen layout and restaurant floor plan in alignment with building dimensions.
- Supervised the entire procurement process for equipment, furniture, crockery, and kitchen hardware.
- Developed a unique menu concept combining continental and pan-Asian cuisines, followed by full menu engineering and cost calculation.
- Led the end-to-end recruitment process, assembling a full-service restaurant team across all departments.
- Collaborated with e-commerce platforms, digital marketing firms, and event planners for brand positioning.
- Personally executed a grand opening launch event which received strong guest and influencer response.
- Introduced structured SOPs, operational manuals, and checklists to ensure consistency and quality control.
- Monitored daily operations including order flow, guest experience, kitchen performance, and service quality.
- Maintained detailed ledger entries, verified daily expense reports, and personally checked inventory with the team.
- Designed, maintained, and reviewed the P&L statements and expense tracking tools to ensure cost-efficiency.
- Implemented zero-waste kitchen strategy and real-time inventory management protocols.
- Controlled vendor relations and ensured quality purchasing under budget constraints.
- Initiated local marketing collaborations and seasonal promotions to enhance visibility and footfall.
- Handled guest engagement, reservations, and event planning for corporate and social gatherings.

London Courtyard – Restaurant Manager

Dec 2020 – Sep 2021 | Lahore, Pakistan

- Supervised the renovation, kitchen setup, and operational planning for the restaurant's launch.
- Recruited, trained, and scheduled front and back-of-house teams.
- Ensured efficient cost control, budgeting, and supplier negotiations.
- Delivered excellent guest experiences through effective customer service and complaint resolution.

PF Chang's – Shift Manager

Sep 2017 – Mar 2019 | Lahore, Pakistan

- Managed floor operations and ensured optimal guest service during busy shifts.
- Conducted pre-shift briefings and team training sessions.
- Oversaw POS transactions, cash handling, and daily sales reconciliation.

The Rice Bowl – Assistant Restaurant Manager

Nov 2016 – Aug 2017 | Lahore, Pakistan

- Supported daily operations including team supervision and guest handling.
- Managed order processing, inventory tracking, and vendor coordination.
- Handled billing and reporting through POS systems.

The Delicatessen – Restaurant Supervisor

2015 – 2016 | Lahore, Pakistan

- Supervised dining area operations and ensured customer satisfaction.
- Maintained stock levels and placed supplier orders.

China Town – Senior Server

2013 – 2015 | Lahore, Pakistan

- Delivered high-quality table service and developed strong guest relations.
- Supported kitchen and floor teams in order accuracy and cleanliness.

EDUCATION & TRAINING

- **B.Com**, University of Sindh (2013)
- **Diploma in Tourism & Hotel Management**, ETHM College Lahore (TDCP)
- **MIT Professional Training**, Al-Shaya group of companies, PF Chang's, Dubai (3 months)

LANGUAGES

- English – Conversational
- Urdu – Native

REFERENCES

Available upon request.