

Md sahil hussain

HEAD WAITER

PROFILE

ABOUT ME Multi-talented knowledgeable about food safety operations, best practices and compliance requirements. Able to easily work with small groups and large parties alike. Looking to take on demanding role with room for advancement. Self-motivated individual offering excellent skills in guest relations and upselling products and services. and customer service skills. Energetic and outgoing professional with dedication to positive guest relations. High-volume dining, customer service and cash-handling background

PHONE

966564015871

EMAIL

Mohdsahil6078@gmail.com
residential id no- 2485703660

LANGUAGES

English
Urdu
Hindi
Arabic

HOBBIES

Reading
Sports
Writing

WORK EXPERIENCE

- + **KFC- Lucknow | UTTAR PRADESH | INDIA**
Feb 2018 - Nov 2019

TEAM LEADER

Assisting with day-to-day operations, including food preparation, inventory management, and ensuring a clean and welcoming environment for our customers. Learning essential managerial skills, such as scheduling, team coordination, and effective communication, to lead a motivated and efficient team. Providing exceptional customer service and ensuring customer satisfaction through prompt problem-solving and a friendly demeanour. Collaborating with colleagues and other managers to maintain high-quality standards and uphold our brand's reputation. Embracing a continuous learning mindset, taking feedback constructively, and applying it to improve your skills and performance.

- + **MAJID AL-FUTTAIM | Jeddah | Saudia Arabia**
Feb 2020 - Nov 2021

VIP SERVICE - VOX CINEMA

Grinding and brewing coffee Developing and maintaining expert knowledge of coffee and educating clients and colleagues about these coffees Consistently providing well-crafted, beautifully presented and tasty beverages Taking client orders and receiving payment Speaking and interacting with both new and regular customers Maintaining a clean and sanitised working environment Following health and safety guidelines Regularly performing stock checks in the coffee bar and placing new orders Following recipes and presentations for food and beverage items, if needed Being aware of and following operational policies and procedures Being punctual and maintaining regular and consistent attendance The ability to work flexible hours and shifts which may include early mornings, late nights, weekends and bank holidays Contributing to a positive work environment

- + **AZADEA GROUP | Jeddah | Saudia Arabia**
Nov 2021 - Aug 2024

HEAD WAITER - THE BUTCHER SHOP AND GRILLED

Warmly greeted guest upon arrival to create welcoming atmosphere Assisted customer with menu selection, offering knowledge of current dishes and personal recommendations to build rapport Checked in with customer during meal to check order were received correctly and met guest expectations. Regularly check on guest to ensure satisfaction upselling drinks and side orders to increase revenue. Resolves guest complaint promptly and professionally notify restaurant management of concern. Maintain night presentations and quality standard

- + AZADEA GROUP | Dammam -Al Nakheel Mall | Saudi arabia
Sep 2024 -
WAITER - PAUL CAFE - (CURRENT)

EDUCATION

- + BACHELOR OF
COMMERCE | Accounts
(5.6%)
**SAM HIGGINBOTTOM UNIVERSITY &
COLLEGE**
Allahabad | India
2015-2017

SKILLS

- + CUSTOMER SUPPORT + PROBLEM RESOLVENCE
- + TEAM WORK + UPSELLING + EFFECIENT
- + COMMUNICATION SKILL
- + PRODUCT INVENTORY MAINTENANCE

DECLARATION

All the information provided in this resume is true to the best of my knowledge and belief.