



Nazim Uddin Ahmed

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Date of birth:24-04-1988

Dubai Marina, UAE.

Career Objective:

Driven and dedicated professional with strong experience in customer service, excellent organizational skills, team work, proactive and able to multitask. Seeking a position that will benefit from my, positive interaction skills where my 8 years of experience can improve the hospitality results. To join a company that offers me a constructive workplace for communicating and interacting with customers and people .To create great sales and customer focus. Fluent in English, Bangla, Hindi, Urdu, and Basic Arabic.

EMPLOYMENT HISTORY

Nell Gwynne, Marina Byblos Hotel,

Floor Supervisor

August 7th 2016 till present

- **Continually strive to develop the staff, in all areas of professional development**
- **Assists with the recruitment and training of staff (training, developing, testing, and coaching)**
- **Build and promote teamwork through proactive interaction**
- **Accommodate and anticipate guests needs**
- **Accurately forecast staffing needs to ensure optimum customer service**
- **Ensure all service standards meet Company guidelines**
- **Control cash and other receipts by adhering to cash handling procedures**
- **Prepare all required paperwork, including reports and schedules**
- **Ensure that all equipment is kept clean and in excellent working condition through personal inspection and by following the venues preventative maintenance programs**
- **Ensure that all products are received in accordance with the venues receiving policies and procedures**
- **Fully understand and comply with all federal, state, and county municipal regulations that pertain to health and safety requirements**
- **Ensures nightly and/or weekly opening and closing side duties are followed**
- **Monitoring Inventory.**

*Chameleon Club Dubai, Byblos Hotel,
Floor Supervisor
January 6th 2012 till August 8th 2016*

- Continually strive to develop the staff, in all areas of professional development
- Assists with the recruitment and training of staff (training, developing, testing, and coaching)
- Build and promote teamwork through proactive interaction
- Accommodate and anticipate guests needs
- Accurately forecast staffing needs to ensure optimum customer service
- Ensure all service standards meet Company guidelines
- Control cash and other receipts by adhering to cash handling procedures
- Prepare all required paperwork, including reports and schedules
- Ensure that all equipment is kept clean and in excellent working condition through personal inspection and by following the venues preventative maintenance programs
- Ensure that all products are received in accordance with the venues receiving policies and procedures
- Fully understand and comply with all federal, state, and county municipal regulations that pertain to health and safety requirements
- Ensures nightly and/or weekly opening and closing side duties are followed
- Monitoring Inventory.

*St Moritz Café, Ski Dubai,
Mall Of The Emirates,
Head waiter, September 2010-October 2011,*

- Confidently monitors, coaches and guides service to ensure guest satisfaction and that brand standards are adhered to.
- Is able to train colleagues in regard to menu knowledge and can assist all customers with any menu questions.
- Will induct develop and train colleagues in regard to the brand concept, history and vision.
- Can handle any complaints as required.
- Completes all paper work as required by the company.
- Is able to handle complaints and feedback from customers in a calm and professional manner. Communicate issues to Assistant Outlet Manager and General Manager.
- Is proactive in making decisions and asking for approval, advice or guidance. Is flexible and open to suggestions.
- Understands the importance of shift management and section allocation.
- Allocates daily side duties and cleaning duties as per checklists.
- Maintains and manages all checklist completion.
- Actively engages with colleagues and customers at all times.

*La Vita café, Al-Mamzar, Dubai,
Waiter, November 2008-February 2010*

- Escort customers to their tables
- Prepare and set tables following standard practice
- Present menus to guests and respond to questions concerning menu items, then offer recommendation when asked to
- Find out if customers are enjoying their meals or if they are having issues, resolve any complaint quickly
- Explain to customers or guests how the different menu items are made, describing the various ingredients and the cooking methods
- Serve food, and beverages to guests
- Clear tables or counters of dishes and glasses and take them for cleaning at the kitchen

EDUCATION BACKGROUND

- S.S.C 2007 Dhaka board, Bangladesh.
- H.S.C 2009 Dhaka board, Bangladesh.

SEMINARS & TRAINING/ COMPUTER SKILLS

- A&E (African & Eastern), MMI Bar academy F&B and Cigars International
- Knowledge of POS
- Windows XP/Vista,
- Microsoft word Office XP,
- Office 2010 enterprise,
- Power Point,
- MS Excel

REFERENCE

**MR. CRAIG LEADER
GROUP BEVERAGE MANAGER
BYBLOS HOSPITALITY GROUP.
Mobile: +971507385772**

DECLARATION

I hereby declare that the above mentioned information is correct and true to the best of my knowledge and belief.

NAZIM UDDIN AHMED