



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