

MOHAMMAD AKBAR HOSSAIN



Contact Info:

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Passport & Visa:

Passport # A06171364
Expiry Date: 07 Dec 2032
Visa type: residence
Visa expiry: 28 April 2023

Education:

Bachelor of Science –
Hospitality Management
Lincoln University College
Kuala Lumpur, Malaysia.
(2014-2017)

Higher Secondary Certificate -
Business Administration
Islamia University College
Chittagong, Bangladesh.
(2006-2008)

Training:

Hilton petaling Jaya
Petaling Jaya, Selangor, Malaysia.
(05/2016 - 08/2016)

Language:

English, Bangla, Hindi, Malay
(Malaysian)

Summary:

To work in a firm from where I could learn, apply the knowledge and skills that would enable me to grow professionally while fulfilling the organizational requirements and contribute to the developments that help human race to move forward. Builds customer loyalty by effectively resolving problems and quickly processing transactions. Skilled in Restaurant Management, Food & Beverage, Hospitality Management, Customer Service, and Microsoft Office. Strong support professional with a bachelor's degree focused on Hospitality Administration/Management from Lincoln University College (Malaysia).

Experience:

Customer Service Executive

Sharaf Exchange LLC | UAE (04/2021 – 03-04-2023)

- Attending customers for making remittance, currency exchange, telex transfer, wage protection system (WPS).
- Maintaining friendly and professional customer interactions.
- Answering phone calls by addressing customer inquiries, solving problems, and providing new product information.
- Manage email correspondence and follow up.
- Held responsible for accurate balancing of inventor, maintaining cash stock balance and filing paperwork accordingly.
- Ensure that all compliance requirements and regulations are being adhered to daily.
- Served as the sole key holder of all the shifts, responsibly opening and closing branch.
- Cross selling Ustrati Loyalty card program.
- Prepare end of the day report and cash reconciliation.
- Perform the role of marketing and sales executive during off-peak business hours.

Senior Waiter, Room Service Supervisor

The Peninsula Chittagong | CDA Avenue, Chittagong. (11/2018 - 01/2021)

- Welcomed guests with personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Answered phone inquiries to schedule and confirm reservations, record takeout orders, and respond to service questions.
- Maintained knowledge of menu items, garnishes, ingredients, and preparation methods to assist guests with menu selection.
- Calculated charges, issued table checks and collected payments from guests
- Deal with guest issues for servers, consistently upholding professionalism and calmness to maintain guests' satisfaction.
- Completed thorough and accurate opening and closing duties to facilitate smooth restaurant operations.
- Applied safe food handling and optimal cleaning strategies to protect guests from foodborne illness and maintain proper sanitation.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Maintained monthly inventory of beverages & outlet's equipment.
- Room service responsibilities.

Restaurant Captain,

Aliyaa Island restaurant & Bar | Kuala Lumpur, Malaysia (01/2015 - 11/2017)

- Inspected linens, silverware, and dishes for cleanliness prior to service.
- Communicated with Manager regarding special events and large parties.
- Established and managed schedule to keep all shifts properly staffed.
- Monitored servers and bussers for adherence to service standards.
- Resolved guest complaints quickly to deliver courteous service and promote repeat business.
- Trained servers on menu items, food and beverage pairings, ingredients, and service standards.
- Utilized point of sale system to submit orders, separate checks, and process payments.

Achievements:

- Nominated employee of the month once from F&B service department for the month of November 2019. (The Peninsula Chittagong)
- Selected best employee of the year 2016. (Aliyaa Island restaurant & Bar)