

# YASIR FAROOQ

Ras al Khaimah, UAE

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## CAREER OBJECTIVE:

Highly motivated and experienced Restaurant In charge with a track record of successfully managing restaurant operations and delivering exceptional customer service. Seeking a challenging role where I can leverage my leadership skills, operational expertise, and passion for the hospitality industry to drive profitability, maintain quality standards, and create a memorable dining experience for guests. Committed to optimizing team performance, fostering a positive work environment, and achieving organizational goals.

## PERSONAL INFORMATION:

- |                 |   |                          |
|-----------------|---|--------------------------|
| ➤ Date of Birth | : | 4 <sup>th</sup> May 1989 |
| ➤ Nationality   | : | Pakistani                |
| ➤ Gender        | : | Male                     |

## ACADEMIC QUALIFICATIONS:

- |                                |               |
|--------------------------------|---------------|
| ➤ Higher Secondary School      | Mirpur Board  |
| ➤ Secondary School Certificate | Federal Board |

## PROFESSIONAL CERTIFICATIONS:

- Food Safety Certificate- Serv Safe

## SOFT SKILLS:

- Fully versed with Microsoft (Excel, Word, Power Point), Outlook, Coral Draw
- Proficient in POS for accurate sales and inventory management

## INTERPERSONAL SKILLS:

- Strong Communication Skills
- Excellent organizational and time management abilities
- Exceptional customer service skills.
- In-depth knowledge of food safety and hygiene regulations.

## CAREER HISTORY:

### ➤ **Store In charge, Americana (Pizza Hut), UAE- April 2019-Present:**

- Successfully managed the daily operations of a busy Pizza Hut store for the past 4 years.
- Oversaw all aspects of store management, including opening and closing procedures, staff scheduling, and inventory management.
- Trained, supervised, and motivated staff members, ensuring they provided exceptional customer service and achieved sales targets.
- Ensured strict compliance with company policies, procedures, and quality standards to maintain brand integrity.
- Monitored and maintained optimal stock levels of ingredients, supplies, and packaging materials, coordinating with suppliers for timely deliveries.
- Handled customer inquiries, complaints, and feedback promptly and effectively, resolving issues to ensure customer satisfaction.
- Conducted regular store inspections to maintain cleanliness, adherence to health and safety regulations, and quality standards.
- Implemented marketing initiatives and promotions that resulted in increased sales and improved customer engagement.
- Analyzed sales figures, financial data, and operational reports to identify areas for improvement and implemented strategies to enhance store performance.
- Collaborated with other store managers and regional management to share best practices, streamline operations, and achieve business objectives.

### ➤ **Security Officer, G4S Security Company UAE- 2017-2019**

### ➤ **Restaurant Manager, Sizzlers- March 2015- January 2017:**

- Manage the day-to-day operations of the restaurant, including staff scheduling, inventory management, and overall workflow coordination.
- Maintain quality standards for food preparation, presentation, and service to meet or exceed customer expectations.
- Ensure compliance with health, safety, and sanitation regulations, as well as company policies and procedures.
- Collaborate with the kitchen team to ensure smooth coordination between front-of-house and back-of-house operations.
- Handle customer inquiries, complaints, and feedback, addressing them promptly and professionally to ensure customer satisfaction.
- Implement marketing initiatives and promotional activities to increase customer engagement, drive sales, and enhance brand awareness.
- Conduct regular inspections of the restaurant to maintain cleanliness, organization, and adherence to quality standards.

## LANGUAGE:

- English
- Urdu
- Punjabi

## REFERENCES:

- Will be provided on demand.