



# SHOAIB ZAFAR

## Education

- Bachelor. in Arts  
from: Lucknow  
University

## Contact information

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## Language known

English, Hindi (Read, Write, Speak) Arabic (Read and Speak)

## Personal information

### Date of birth

• 02/05/1975

### Marital status

• Married

### Visa Status

• Resident UAE

### Nationality

• Indian

## Work Experience

- King Of Spicy Restaurant
- Restaurant & Operation Manager - From 20" Sep-2022 till date
- Coordinate daily front of the house and back of the house  
Restaurant operation. Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints  
Regularly review product quality and research new vendor  
Organize and supervise shifts.
- Appraise staff performance and provide feedback to improve productivity and cleaning products.
  - Ensure compliance with sanitation and safety regulationsCreate detailed reports on Daily, monthly and annual revenues and expenses.
- Train new and current employees on proper customer service practices.
- Implement policies and protocols that will maintain future restaurant operations;

# Work Experience

## Expertise Skill

- Interpersonal effectiveness & influencing skills with excellent manpower & resource management
- Success at motivating staff through clear communication & outstanding organizational skills
- Achievement oriented with excellent people management skills & an ability to manage change with ease

## Permanent Address

401/42 Jhawai Tola, Abdul Aziz Road, Lucknow (India), U.P.

### ● La village celebration

(hospitality)

Resort Incharge – Nov. 2019 to till date.

Supervises work through planning and scheduling of work assignments, and by coaching subordinates for improved performance including the catering coordinator

Provides guidance and direction to subordinates, including setting performance standards and monitoring performance

the efficient operations of reception including check in/out procedures

Ensure that both the Front Office Manager and Reception Supervisors Supervise are kept fully aware of any relevant feedback from Guests and/or other departments

Demonstrate a high level of customer service at all times

Advise team of any special events or VIP Guests in the hotel for events or for general accommodations

Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork

### ● Get gorgeous

Store Manager – Dec 2013 to October 2019

Building relations with staff and management.

Appraising staff based on performance, interest, experience and ability.

Surveying all competitors in the market.

Training the staff on customer service and sales improvement.

### ● Maintaining customer data

Make recommendation to maximize the sale.

Tracking market activities and competitor

trends

### ● Indian terrain

Store Manager – Jan 2008 to Nov 2013

Building relations with staff and management.

Surveying all competitors in the market.

# Work Experience

- Training the staff on customer service and sales improvement.
  - Organizing and giving presentations.
  - Conducting weekly meeting and briefing sales person for achieving the targets, boosting the sales .
  - Make recommendation to maximize the sale.
  - Tracking market activities and competitor trends.

## **BMA International (Sana Group Kuwait)**

Store Manager – Jan 1999 to Dec 2000  
and Jan 2006 to Aug 2007

- Building relations with staff and management.
  - Appraising staff based on performance, interest, experience and ability.
  - Surveying all competitors in the market
  - Training the staff on customer service and sales improvement.
  - Maintaining customer and staff data such as footfalls and incentives.
  - Organizing and giving presentations.
  - Planning staff benefits and staff budgets.
  - Conducting weekly meeting and briefing sales person for achieving the target, boosting the sales.
- Worked as Store Manager with a wide range of experience and expertise in the fashion industry and Hospitality. Able to work o own initiative and as part of a team. Proven leadership skills involve managing, developing and motivating teams to achieve their objectives. Excellent analytical, design and proble solving skills. Dedicated to maintaining high quality standards. and deadlines.