



Aftab Ali Wagan

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PERSONAL PROFILE

I am an outgoing and enthusiastic person who enjoys working in the food and drink sector. I feel that I have excellent communication skills and have and enjoy working with different people each day. I pride myself on providing the best customer service that I can and I like to make sure that my customers come back because of the experience they have had.

I have a very patient manner and feel that I am able to listen as well as I can communicate. I enjoy finding out about the different foods and menus that I am promoting to my customers and I like to be able to tell them from my own experiences rather than making it up. I feel that customers benefit from being treated this way.

I am a self motivated individual who is keen to learn. I like being a host and would like to continue my career in this environment for many years. I am very organized in my work, thorough and I like to be presentable at all times.

EMPLOYMENT HISTORY

Manager and Trainer

(City air condition Banquet Mirpur Khas) Jan 2017 to Present

Duties

- Key responsibilities:
- Marketing and selling conference and banqueting facilities.
- Scheduling reservations.
- Operating the facilities profitably.
- Planning well so each event runs smoothly.
- Checking all bills are paid on time.
- Managing your food and beverage team.
- Briefing staff and checking the room set-up before the event.
- Ensuring the room is turned around, ready for the next even.
- Remove dirty dishes and glasses, and clean tables after customers finish meals.
- Prepare itemized checks and take payments from customers.
- Clean and set up dining areas, refill condiments, roll silverware into napkins, and stock service areas.

(Gulmohre Restaurant) 3 Continental food restaurant Pakistan from Jan 2014 to Dec 2016

In my role as Order Taker, I like to provide excellent customer service and give my customers a pleasurable dining experience and want to come back time and again. My responsibilities include:

- Taking orders
- Seating customers to their tables
- Explaining the menu and specials to the customers
- Serving food
- Providing good customer service

- Providing recommendations
- Communicate to the guest and provide assistance with their queries.
- Co - ordinate with the bus person, kitchen staff, bar staff to ensure smooth operation and guest satisfaction.
- Server food and beverage to the guest as per the course of order.
- Observes guests and ensure their satisfaction with the food and service.
- Promptly respond to guest with any additional request.
- Maintaining proper dining experience, delivering items, fulfilling customer needs, offering Desserts and drinks, removing courses, replenishing utensils, refilling glasses.
- Prepare mixed drinks for service to your customers table.
- Adhere to grooming and appearance standards consistently.
- Understands and can communicate products and services available at the resort.
- Must have some familiarity with basic cooking skills.

(Canteen department Sindh Agriculture University Tando jam Pakistan) from 2012 to 2014

Job Description:

Performance Responsibilities:

- Ability to set up counters and restock counters for serving purposes.
- Ability to portion quantities of food and serve students.
- Ability to follow directions and help prepare food and beverages.
- Ability to help maintain the sanitation and cleanliness of the kitchen and cafeteria. This includes the operation of the dishwashing machine.
- Ability to follow proper procedures for washing of glass, china, silver and other utensils, as necessary, and the proper storage of these items after cleaning.
- Ability to maintain the kitchen area and cafeteria in a clean and sanitary condition, especially the main area of assignment.
- Ability to operate a cash register at serving times.
- Assist in all areas of the cafeteria operation as requested by the Supervisor.
- Assist with catering and special function activities.
- Maintain count sheets for meal classifications.
- Ability to recognize a reimbursable meal pattern.
- Ability to replenish products and remove cash from vending machines.
- Other duties may be assigned by supervisor.

BS(Hons) (University Of Sindh Jamshoro)

QUALIFICATIONS

Intermediate (BISE Hyderabad)

SKILLS AND ABILITIES: Soft and Hard Skill

Customer Service skills: Provide Clean and hygienic atmosphere handle customer complains. Food industry training: 3 months training on Hotel Management form BBSYDP.

HOBBIES & INTERESTS: Playing Cricket, Reading Books

REFERENCES: Available on request.