



Hisham MV

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PERSONAL SYNOPSIS

An enthusiastic manager with drive, determination and a proven ability to ensure that a restaurant operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and service and also present a positive and fashionable image of the business. Extensive knowledge of the hospitality industry, it's working practices, recruitment, pay, conditions of employment and diversity issues.

Now looking for a new and challenging managerial position, one which will make best use of my existing skills and experience.

AREAS OF EXPERTISE

Point Of Sale

MS Office

Quality control

Strategic planning

Shift management

Customer focused

Marketing activities

Staff management

Purchase Management

Commercial awareness

Food safety

Inventory Control

WORK EXPERIENCE

Chicking INDIA

Restaurant Manager

MG Road (Kochi), Kerala

February 2022 - Present

- Effectively manages a restaurant within the policies and guidelines of the company, ensuring 100% customer satisfaction at all times
- Controls day-to-day operations by scheduling manpower, ordering food and supplies, and developing the restaurant team
- Interviews and hires team members, conducts performance appraisals, takes discipline action, motivates and trains
- Ensures food quality and 100% customer satisfaction
- plan and work to budgets, maximize profits and achieve sales targets set by head office
- prepare reports at the end of the shift/week, including staff control, food control and sales
- check stock levels, order supplies and prepare cash drawers and petty cash
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Emmi's

Chattiyum Chorum Restaurant.

Restaurant Manager

Kalpetta, Wayanad, Kerala

July 2020 – Jan 2022

- Ensure all food safety procedures are strictly adhered to according to sanitary regulations
- Train and supervise staff
- Work closely with management to meet revenue objectives
- Implement appropriate strategies to resolve adverse trends and improve sales
- Follow company policies and procedures regarding the handling of cash, property, products and equipment
- Audit inventory levels to ensure product availability, and order products as necessary
- Manage restaurant's good image and suggest ways to improve it

PROFESSIONAL QUALIFICATION

**ADVANCED CERTIFIED
HARDWARE NETWORKING
PROFESSIONAL (ACHNP)**

The Coffee Shack PVT LTD.
Restaurant Manager
Banasankari, Bangalore,
2018 September – 2020 January

- Deliver superior service and maximize customer satisfaction.
- Management of Vendors, Inventory, and Equipment.
- Appraise staff performance and provide feedback to improve productivity.
- Control operational costs and identify measures to cut waste.
- Created detailed reports on weekly and monthly.
- Maintained Inventory (Daily, Weekly, Monthly).
- Recommend ways to reach a broader audience (e.g. discounts and social media ads).
- Train new and current employees on proper customer service practices.
- Handling customer enquiries and complaints.
- Making improvements to the running of the business and developing the restaurant.

PERSONAL DETAILS

Hisham MV

M : +91 9747242497

DOB: 03/09/1993

Driving license: Indian Nationality
Indian

McDonald's UAE
Service Crew
Mall of the Emirates, Al Barsha, Dubai
2016 JULY-2018 JULY

- Follows and enforces McDonald's security procedures
- Ensuring the highest standards of food and beverage service.
- Taking order and serving food to the customer.
- Train new and current employees on proper customer service practices.
- Assembling orders and packaging take-out and delivery.
- Keeping all surfaces clean and sanitary to ensure the safety for our guests, fellow crew members and my self

LANGUAGES

English

Hindi

Malayalam

Tamil

Kannada

KEY SKILLS AND COMPETENCIES

- Business development attributes
- Possessing the financial acumen and commercial flair needed to understand diverse market and identify potential opportunities and new clients.
- Ensuring that projects are financially viable.
- Ability to react quickly to emergency situation or new customer requirements.
- Identifying the specific needs of customers, and then creating bespoke solutions for them.
- Writing accurate reports through the detailed analysis of data.

ACADEMIC QUALIFICATIONS

BACHELOR OF COMPUTER APPLICATION (2015)
BANGALORE UNIVERSITY, KARNATAKA, INDIA

PASSPORT

N 1215244

2015-2025

REFERENCES

Available on request.

The above furnished information is authentic to the best of my knowledge