

# ABDUL RAHAMAN

## PROFESSIONAL SUMMARY

Experienced restaurant management professional with over a decade of expertise in leading high-performance teams in the hospitality industry across the Middle East and India. Proven ability to oversee all aspects of restaurant operations, from customer service and staff management to compliance with health and safety standards. Adept at improving operational efficiency, enhancing customer satisfaction, and driving revenue growth. Committed to delivering exceptional dining experiences through meticulous attention to detail and effective team leadership.

## WORK HISTORY

### Restaurant Captain, 09/2023 - 03/2024

NAWAB Authentic Restaurant, Dubai

- Managed all front and back-of-house operations to ensure seamless service.
- Maintained high standards of food quality and hygiene.
- Addressed customer complaints professionally, ensuring customer satisfaction.
- Trained and supervised staff, ensuring adherence to service standards.

### Senior Captain, 01/2023 - 09/2023

Arsalan Restaurant, Kolkata, India

- Led a team of waitstaff to deliver exceptional dining experiences.
- Monitored service quality and provided feedback for continuous improvement.
- Ensured compliance with health and safety regulations.
- Handled customer inquiries and resolved complaints efficiently.

### Team Leader / Restaurant Supervisor, 01/2021 - 12/2022

SFC Group, Dubai

- Oversaw daily operations, ensuring efficient service delivery.
- Managed inventory, orders, and supply chain logistics.
- Trained and mentored staff to enhance performance and service quality.
- Conducted regular inspections to maintain hygiene and operational standards.



Burjuman-Dubai , UAE



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## SKILLS

- Restaurant Operations Management
- Team Leadership & Training
- Customer Service Excellence
- Food & Beverage Supervision
- Compliance & Health Standards
- Inventory & Supply Chain Management
- Cost Control & Waste Reduction
- Staff Scheduling & Payroll Management
- Conflict Resolution & Complaint Handling
- Reporting & Documentation
- Multi-tasking & Time Management
- Basic Computer Proficiency

## PERSONAL INFORMATION

- Date of Birth: 06/27/83
- Gender: Male
- Nationality: Indian
- Marital Status: Married

**Shift Manager**, 12/2019 - 07/2020

Papa John's Pizza, Doha, Qatar

- Supervised staff during shifts, ensuring high service standards.
- Managed cash handling, inventory, and supply orders.
- Resolved customer issues and maintained a welcoming environment.
- Coordinated with the kitchen team to ensure timely food preparation.

**FcB Supervisor**, 02/2017 - 07/2019

Holiday Inn, Riyadh, Saudi Arabia

- Managed the food and beverage operations, ensuring guest satisfaction.
- Oversaw the preparation and presentation of food and beverages.
- Trained and supervised staff in service excellence and compliance.
- Conducted inventory checks and managed procurement processes.

**FcB Associate**, 07/2014 - 12/2016

Zaatar W Zeit, Doha, Qatar

- Provided high-quality food and beverage service to guests.
- Assisted in inventory management and ordering supplies.
- Ensured compliance with food safety and sanitation regulations.
- Supported the team in delivering consistent customer service.

**Head Waiter**, 07/2012 - 12/2013

Slice of Wine Hospitality, Mumbai, India

- Led a team of waitstaff in a fine dining environment.
- Managed reservations and seating arrangements.
- Ensured exceptional service standards were met consistently.
- Coordinated with the kitchen to ensure timely service.

**EDUCATION**

**Bachelor of Commerce (B.Com)**, 2008

West Bengal State University - Kolkata, India

**Higher Secondary (W.B.C.H.S.E.)**, 2004

West Bengal Council of Higher Secondary Education - Kolkata, India

**Madhyamik (W.B.B.S.E.)**, 2002

West Bengal Board of Secondary Education - Kolkata, India

**CERTIFICATIONS**

Basic Computer Proficiency

**PASSPORT DETAILS**

- **Passport No.:** S1138462
- **Date of Issue:** 23/04/2018
- **Date of Expiry:** 22/04/2028
- **Place of Issue:** Kolkata