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**Johirul Islam**

**Current Address:**

Ibis World Trade Centre Dubai

Al Saada Street

Dubai, UAE

**Contact no:** (+971) 561260596 **e-mail: johirulkazi29@yahoo.com**

**PROFILE & COMPITENCY SKILLS**

Enthusiastic, hardworking and passionate hospitality personality with winning attitude and desire to deliver exceptional dining experience to all my guests. Focused on setting high expectations and raising service standards.

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**WORK EXPERIENCE:**

**Assistant Restaurant Manager**

**Ibis World Trade Centre Dubai:**

November 2016 to till present:

* Implement new company policies and procedure by developing plans and instructing staff values of the Silo
* Provided direction of shift leaders ,and staff to achieve restaurant goals
* Consistently review operation and staff to identify and problems ,concerns, and opportunity for improvement
* Provided coaching
* Manage the restaurant to meet or exceed standard in food quality ,safety and cleanliness
* Consistently monitor product and labour costs to remain within goals
* Train and coach staff on guest service principles and practices
* Identify employee weakness and retrain as necessary

**WORK EXPERIENCE:**

**Food and Beverage Supervisor**

**Novotel World Trade Centre Dubai:**

**March 2013- Till November2016 :**

* Oversee the implementation of service and brand standards.
* Sharing recommendations and guests comments with the Restaurant Manager.
* Develop and implementing promotion calendar in liaison with Food & Beverage Manager.
* Regular performance reviews and goal setting exercises for all associates.
* Making Duty Rosters based on occupancy forecast.
* Emphasise more on Upselling Techniques for beverages and give incentives to the associates when they upsell more products which aids to increase the revenue of the outlet and overall F&B.
* Maintaining the outlet par level and check for expires of beverages to avoid spoilages
* Inventory Management monthly basis and brief my team for any discrepancies and take necessary steps and action to reduce the breakage
* Daily training on Food and Beverage Topics and SOP for better development of team and efficient service skills.
* Ensures all staff has accomplished their side duties mis en place ready for the next dining period.
* Check all the areas of restaurant and make list of maintenance issues that needs to be fixed on priority.
* Assisting my manager in making month end reports.
* Conduct daily briefing in liaison with manager.
* Assisting my Sales Team by going out with them on Sales Blitz.
* Assist other F&B outlets during busy operations and functions.
* Competition analysis with other hotels for F&B promotion and market check

**Food and Beverage Captain (2009-2013 Captain)**

**Novotel World Trade Centre Dubai:**

* Ensuring highest standards of guest satisfaction while they are dining in the restaurant
* Keeping the entire mis en place ready in my side station based on the occupancy forecast.
* Daily reading the communication log book and enact accordingly
* Check with my hostess and my manager for VIP guests and take extra care for that guest.
* Handling guest complains and ensures that the guest leaves the outlet satisfied without any issues.
* Excellent team player and always ready to assist my team whenever its required.
* Strive my best for up selling the beverages and increase the outlet revenue.
* Based on my excellent guest relation skills and leadership skill I was promoted from attendant to captain.

**Food and Beverage Waiter (2006-2008 Waiter)**

**Novotel World Trade Centre Dubai:**

* Managing the entire allocated section assigned by the shift in charge
* Check the breakfast package and VIP guest in house on daily basis
* Checking the not available items from the kitchen
* Quick resetting of tables and ensure that the guest has there beverages on the table.
* Take Extra care for physically handicapped guests and kids
* Follow all the sequence of service as per brand standards.

**Laundry Incharge (2004-2006)**

**Ibis World Trade Centre Dubai**

Performing the role of Laundry Shift In charge where I used to perform below mentioned tasks:

* Checking the guest laundry as per the filled form and process accordingly
* Making the bill and handover to front office
* Managing associates uniform
* Linen Inventory
* Month end report and costing sending to HOD

**Strengths**

* Hardworking and passionate
* Positive Attitude
* Excellent in Up Selling Techniques
* Handling guest complains

**Achievements**

* Employee of the month of award July August 2005 Ibis & Novotel
* Employee of the month of award September October 2005 Novotel
* Employee of the year award 2005 (Back of the house) Novotel
* Employee of the month of award January February 2006 Novotel
* Employee of the month award July August 2008 Novotel Food Beverage Department.
* Employee of the month award of November December 2008 Novotel Food & Beverage Department.
* Employee of the year award 2008 (Front of house) Novotel & IBIS

**Learning & Development**

* Supervisory Development Program  Accor Academy
* Handling Complaints - Accor Academy
* Understanding the basic P&L - Accor Academy
* Menu Engineering  HOD
* Basic Food Hygiene Training- In House Training
* PIC - Government of Municipality Dubai
* First Aid Training- Outside Trainer
* Le Club Training  Training Manager
* LMS Training  Training Manager
* ISO 14001  Training Manager
* HACCP  Hygiene Manager
* Discover Ibis/Being Ibis program  Accor Academy
* Bienvenue Chez Accor  Accor Academy
* Welcoming a Guest a State of Mind- Accor Academy
* Telephone Skills  Accor Academy
* Guest Courtesy Workshop  Accor Academy
* Cultural awareness  Accor Academy
* Accor Manageable Value Hotel Hospitality  Accor Academy
* Leadership Skills  Accor Academy
* Kitchen Cost control Training Certificate  Accor Academy

**Cross Training Completed In Ibis Hotel Dubai:**

* In the Reception Guest Service Agent 2008

**Education**

* Secondary School Certificate Examination. (1999-2000)
* Intermediate Higher Secondary College Certificate Examination. (2001-2003)

**LANGUAGES:**

* English ,Hindi, Mother Tongue

**REFERENCES**

* Available upon request