

Munir Khan

SUMMARY

Dynamic professional with extensive experience in the fast food and tourism sectors, complemented by entrepreneurial success in establishing and managing a thriving business. Proven track record in customer service excellence, operational management, and team leadership. Skilled in adapting to diverse business environments, with a keen focus on delivering exceptional results. Dedicated and driven professional with a passion for delivering exceptional customer experiences and driving business growth. Known for my proactive approach to problem-solving and my ability to thrive in dynamic environments. I am deeply committed to continuous learning and self-improvement, always seeking new opportunities to expand my skills and contribute meaningfully to my team and organization. As an entrepreneur, I have honed my leadership abilities and entrepreneurial spirit, fostering innovation and driving success in every endeavor. With a strong foundation in the fast food and tourism industries.

Work Experience:

Turkish Shawarma & fast-food Takeaway - Owner

15 August 2020

- Established and currently manage a successful Turkish Shawarma & Fast-food Takeaway specializing in Chicken Shawarma, Zinger Burger, Chicken Rolls, and Pizza.
- Demonstrated entrepreneurial skills in, launching, and operating the business, catering to diverse customer preferences and tastes.
- Developed and implemented business strategies to optimize operations, including menu development, pricing strategies, and marketing initiatives.
- Ensured high standards of food quality, hygiene, and customer service, resulting in a loyal customer base and positive reviews.
- Managed all aspects of the business, including inventory management, staff recruitment and training, financial management, and regulatory compliance.

KFC Pakistan – Assistant Branch Manager

2019-2020

- Excelled in the role of Assistant Restaurant General Manager, contributing to the overall success of the restaurant operations.
- Supported the Restaurant General Manager in overseeing day-to-day activities, including staff management, customer service, and operational efficiency.
- Demonstrated strong leadership skills by effectively leading and motivating a team 70+ of staff members to achieve performance targets and deliver exceptional service. Assisted in implementing strategic initiatives to optimize sales, reduce costs, and improve overall operational performance.
- Played a key role in ensuring compliance with company policies and procedures, maintaining high standards of food safety, cleanliness, and customer satisfaction.
- Collaborated with cross-functional teams to address operational challenges and drive continuous improvement in service quality and customer experience.

Russian Tourism Operator, Dubai

2013-2018

- Served as an Airport Representative and Tour Guide, providing exceptional service to English-speaking clients upon their arrival in Dubai.
- Welcomed clients at the airport, assisted with luggage, and facilitated smooth transportation to their accommodations, ensuring a positive first impression.
- Conducted informative and engaging guided tours for English-speaking tourists, showcasing Dubai's attractions and providing insights into the local culture and history.
- Demonstrated strong communication skills and cultural sensitivity to effectively interact with clients from diverse backgrounds, ensuring a memorable and personalized experience.
- Received positive feedback from clients for professionalism, hospitality, and knowledge of local attractions, contributing to high customer satisfaction ratings.



Contacts

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Education

Secondary school
certificate of Arts,
Peshawar, Pakistan,

Skills

- Customer Service Excellence
- Operations Management
- Team Leadership
- Entrepreneurship
- Menu Development
- Marketing Strategy
- Inventory Management
- Staff Recruitment and Training
- Financial Management
- Regulatory Compliance

Language

English
Fluent

Urdu

Native/Bilingual Proficiency

Pashto

Native/Bilingual Proficiency

Arabic

Basic Proficiency

Russian

Basic Proficiency

References

References available
upon request.

Chinese Tourism Operator, Dubai

2011-2013

- ▶ Served as an Airport Representative for Chinese clients, providing dedicated assistance and support upon their arrival in Dubai.
- ▶ Welcomed Chinese clients at the airport, facilitated smooth immigration procedures, and ensured seamless transportation to their accommodations, prioritizing their comfort and satisfaction.
- ▶ Demonstrated cultural sensitivity and effective communication skills in Mandarin to address the needs and inquiries of Chinese clients, enhancing their overall experience in Dubai.
- ▶ Managed transportation arrangements for Chinese tour groups, overseeing logistics and coordinating with drivers to ensure timely and efficient travel between destinations.
- ▶ Played a key role as Transport Incharge, overseeing vehicle maintenance, scheduling, and ensuring compliance with safety regulations to guarantee a reliable and secure transportation service for clients.

Pizza Hut Pakistan

2004-2010

- ▶ Started as a Kitchen Assistant and quickly advanced to the role of Manager, demonstrating exceptional dedication and performance.
- ▶ Managed day-to-day operations of multiple Pizza Hut locations across different destinations in Pakistan, ensuring smooth functioning and adherence to brand standards.
- ▶ Led a team of [number] staff members, providing leadership, training, and performance management.
- ▶ Implemented effective strategies to optimize workflow and enhance operational efficiency, resulting in mention any specific achievements, such as improved customer satisfaction, reduced wait times, increased sales, etc.
- ▶ Maintained inventory levels and controlled food costs to maximize profitability while minimizing waste.
- ▶ Implemented customer service initiatives to improve guest satisfaction and loyalty, resulting in mention any specific achievements, such as increased positive reviews, customer retention, etc.
- ▶ Actively participated in promotional activities and marketing campaigns to drive sales and increase brand visibility in the local market.

Expert in Customer Service

Proven track record of delivering exceptional customer service across various industries, including fast food, tourism, and entrepreneurship.

- ▶ Skilled in prioritizing customer satisfaction, effectively addressing inquiries and concerns, and exceeding customer expectations.
- ▶ Proficient in building strong rapport with customers, fostering long-term relationships, and cultivating a positive brand image.
- ▶ Experienced in resolving customer complaints and conflicts with professionalism and diplomacy, ensuring positive outcomes and maintaining customer loyalty.
- ▶ Committed to continuous improvement of customer service processes and practices, resulting in enhanced customer experiences and increased customer retention.

Training In charge: Cash/Inventory Controls and Audit

- ▶ Developed and conducted training programs focused on cash handling procedures, inventory management, and audit protocols.
- ▶ Provided comprehensive training to staff members on maintaining accurate records, implementing control measures, and conducting regular audits.
- ▶ Ensured compliance with company policies and procedures related to cash handling, inventory control, and audit practices.
- ▶ Monitored and evaluated staff performance to identify areas for improvement and provide ongoing support and guidance.
- ▶ Collaborated with management to implement changes and enhancements to cash and inventory management processes based on audit findings and best practices.

Quantifiable Achievements:

- ▶ Increased revenue by 100% through strategic menu development and promotional campaigns at Turkish Shawarma & Fastfood Takeaway.
- ▶ Achieved a customer satisfaction rating of 90% during tenure as Assistant Branch Manager at KFC Pakistan.
- ▶ Reduced operating costs efficiency measures at Pizza Hut Pakistan.
- ▶ Successfully trained and developed more than 50 staff members, resulting in improved team performance and customer service at various positions.
- ▶ Maintained inventory accuracy within 95% variance through rigorous inventory management practices.
- ▶ Maintained health and safety standards at Pizza Hut and KFC locations, achieving a product quality, restaurant maintenance cash audit & cleanliness rating of 95% to 100% during shifts, including passing Champs and ROCC assessment during higher management visit.